



Quality Basics

A Presentation by Don Swift

Basic Quality

- Start with your customers –
 - Identify them
 - Know their requirements
 - Listen to what they determine is value – product, delivery, cost

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- Create the design and development plans
- Check back with the customer
- Do a risk assessment

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Plan

Plan the operation to gain and maintain value

- Train all operators to a competent level
- Look for any waste in the product (design), the process, or the supply chain
- Launch the product/service with a specified plan
- Set metrics to monitor the product/service/process
- Analyze data to make improvements

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Deliver

Deliver the product/service to the customer

- On time
- Without defect
- Survey the customer for feedback and level of satisfaction

Basic Quality

Maintain

Maintain a Continuous Improvement Process

- Eliminate waste
- Control variation
- Utilize the standard quality tools
- Conduct root cause analysis and find the solutions
- Implement the solution and control change

Understand

Understand the Human Side of Quality

- Control your hiring processes
- Train all employees on the products/processes/services and the quality tools
- Give your employees a voice – encourage engagement
- Incentivize the work
- Survey your employees just as you would your customers. EEE

Basic Quality

- Summary
 - Customers and requirements
 - Planning the operations
 - Conduct a risk analysis
 - Measuring and analyzing the operations/services
 - Deliver the products/services
 - Measure customer satisfaction
 - Maintain a continuous improvement process
 - Understand the Human Side of Quality