



Improving Quality

Organizations can improve quality by reducing defects and rework through techniques including:

Statistical Process Control - Uses control charts to monitor processes and detect anomalies exceeding natural variability early. Fixing outliers improves stability.

Six Sigma - Applies structured DMAIC improvement projects to reduce variation and defects. Getting to six sigma level equates to 3.4 defects per million.

Quality at the Source - Designs production processes so workers can catch and correct errors before passing work downstream. Error-proofing enables self-inspection.

Standardized Work - Specifies exact procedures for each process task so there is only one correct way. Minimizes human error via defined standards.

FMEA - Failure Mode and Effects Analysis proactively identifies potential failure points in designs and processes so risks can be mitigated. Avoiding problems upfront is ideal.

Inspection Systems - Establishes measurement systems to evaluate quality and uses statistical methods like sampling plans to detect issues early with minimal cost.

Employee Training - Develops staff skills in proper procedures, quality mindsets and effective problem-solving to perform work correctly the first time.

Customer Feedback - Listens to customer inputs on quality perceptions and complaints so the true Voice of the Customer shapes priorities for improvement initiatives.

Continual small enhancements to detect, prevent, and remove the circumstances allowing defects pay dividends over time. Instilling personal commitment to quality among all employees also raises the bar. With a comprehensive defect reduction system in place, exceptional levels of quality become achievable.