Quality-Processing-02092021

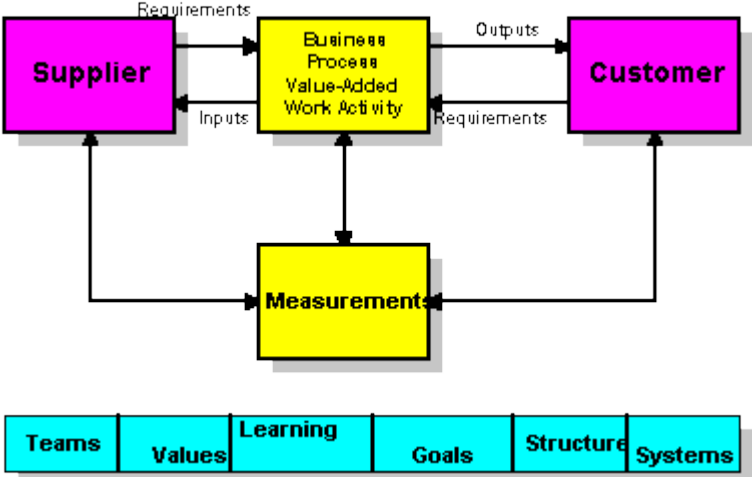|	
Background	"Customer-Driven Quality Deployment" is a methodology that provides organizations a structured process and tools to improve. Each element below helps make the improvements possible. The whole organization, especially its leadership, must articulate and believe in achieving both break thru and continuous improvements
Defining Need	What is the best solution from the customer's perspective?
Process management	- What steps in the process are causing the problem? - Has the root cause been found? - Ensure the process has an owner - Map and define the process
Six Sigma (PDF)	Has the source of variability been found and eliminated?
Total buffer reduction	How can the total process be simplified? Eliminate what is hiding the problems. ***"if it ain't broke, you haven't looked hard enough" ... Tom Peters*** - Cycle time - Inventory - Space - transactions
Measurement & Benchmarking **examples for a product centric company**	- Have all explanations for the data been considered? - Are customer driven measurements and competitive benchmarks in place? - Have measurements been put in place for improvements , innovations and learning? - Measure what's important to the customer, process and improvements
Employee participation	Are all employees working on the process involved in determining the solutions?
Continuous improvement	What steps are in place to implement a Kaizen program of continuous improvement?

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Holistic view	
ISO 9001	**The International Organization for Standardization (ISO) is the leading accreditor for quality certification. ISO 9001 certification shows prospective customers that your organization has a robust quality management system that meets international quality standards and delivers quality products.**
Start again	**Dr Deming 14 points**

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