Enhancing Operational/Technical Support Performance

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Where Are You?

Goal

Relationships   Process

Quality Approaches

|	ISO/ISM	TQM
Stands For	International Standards Organisation/ International Safety Management	Total Quality Management
Applicable	World Wide	Organisational Wide
Objective(s)	To insure you have a quality system that is in conformance with your standard of registration (e.g. ISO-9001, -9002, -9003).	To ask customers what they want, determine measurements; complete work in the shortest possible time; measure systems, not behavior; make sure everyone feels like stakeholder.
Purpose	To meet customer needs and to produce a consistent product of known quality (not necessarily high).	To continuously improve product and service quality and increase customer satisfaction by restructuring traditional mgmt practices.

Quality Approaches (continued)

|	ISO/ISM	TQM
Stands For	International Standards Organization/ International Safety Management	Total Quality Management
Reason for Using an Audit Process	Voluntary: Decision of the company NOTE: ISM mandated for some	Voluntary: Decision of the company
What Gets Audited?	Objective evidence that system conforms to requirements	Audit occurs only as submitting evidence of TQM processes to Malcolm Baldridge or other regional award
Who Gets Audited?	People who do the work (not the exam)	People who do the work

Quality Approaches (continued)

|	ISO/ISM	TQM
Stands For	International Standards Organisation/International Safety Management	Total Quality Management
Consequences for Failure	Possible loss of registration; loss of marketing value. (ISM- enforcement action such as seizure, recall or removal of product/service; criminal and civil penalties.	Loss of corporate self esteem for failing to live up to potential

Quality Triangle

QFD
Quality Function
Deployment

**QA**
Feedback

QC
SPC
Statistical Process
Control
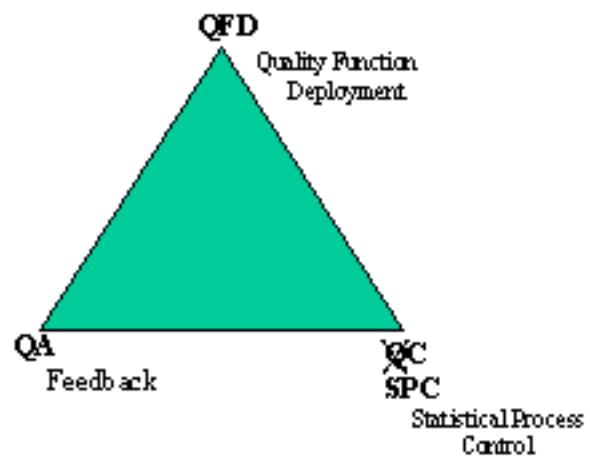
Your Definition of Quality

Fleet Review Findings & Recommendations
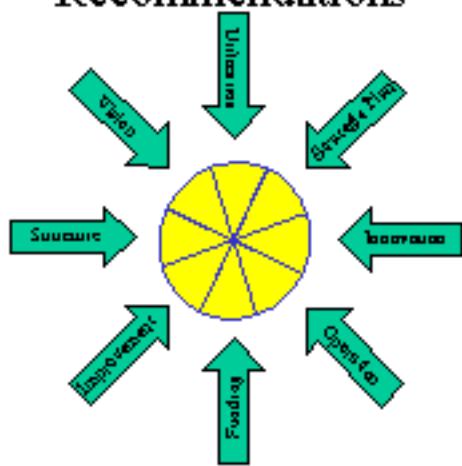
What Else?
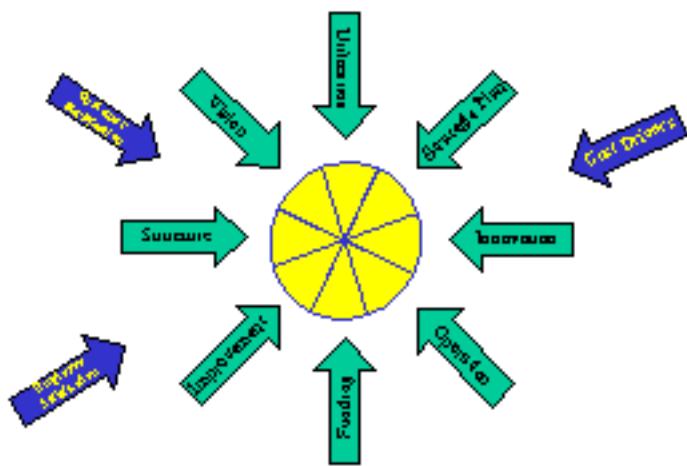
What Do You Want?

Decision Criteria

Compare	Contrast

Compliance

Excellence
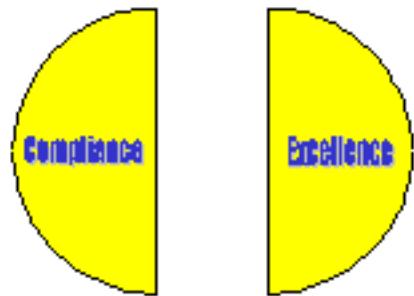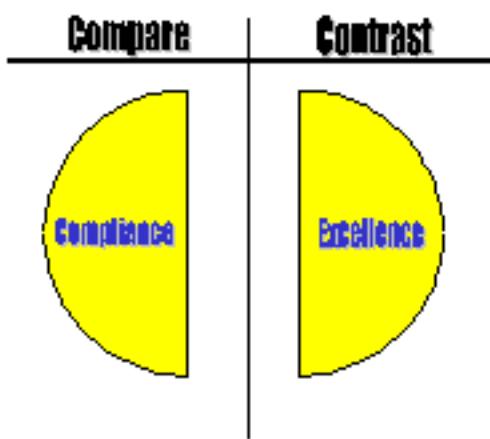
Decision Criteria

Compare	Contrast

Options

Parameter	ISO	ISM	Deming	Baldridge	6 Sigma
Measurement Compliance	38%		14%	19%	Raised industry standards for acceptable quality parts
Customer Focus	9%		6%	16%	
Continuous Improvement	16%		17%	16%	
Total Involvement	16%		34%	29%	
Systemic Support	22%		29%	19%	
More Information	www.sig.com				

Your Definition of Excellence
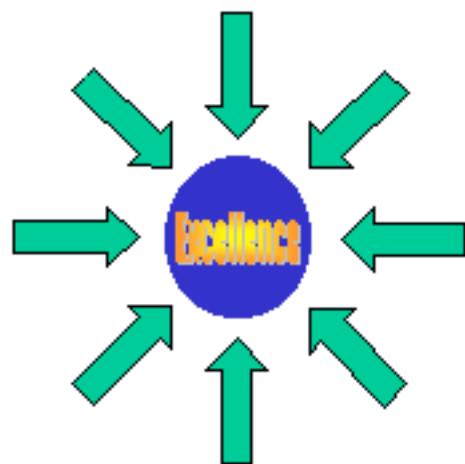
Setting Expectations & Outcomes

TQM Summary

Expectation	What people may see	What people may hear	What people may feel
Customer Focus	People collaborating with the customer- at the same table, monitoring - people in dialogue, etc	What do you want? Expect? Need? May I help you in getting what you want?	Friendly, trusting, open, receptive, flexible, etc
Continuous Improvement	Teams and people using plan-do-check-act steps to improve processes, people using a quality improvement problem solving method every day	This is what we can I have an idea to do this better	Rhythm of repetitive cycle as a reflex to situations—flexible, adaptable, etc
Total Involvement	Measurements of #'s of ideas, employee surveys, open sharing of ideas in retreats and meetings	I have something to add Let me do that	Connected to the whole organization, insightful, comfortable with speaking up

TQM Summary (continued)

Expectations	What people may see	What people may hear	What people may feel
Systemic Support	Widely shared organization charts, flow of processes documented, and teams set up to streamline them, highest business priorities supported with resources	Let's put the resources here. Thinking ahead, we'll need that skill base in the process	Connected to the whole organization, calm, confident, resourceful
Measurement	Business goals, $, and quality	We met our goals. Next year our new goal is to incorporate improvements based on changing business requirements	Excitement, determination, recapture

Your Options…
Elements for Success

Strategy

Integrate
Facilitate

Relationships   Process