

ACHIEVING QUALITY EXCELLENCE: THE STRATEGY, TACTICS, AND TOOLS

ABSTRACT

This book is intended to be used as a roadmap for deriving the cultural change within an organization that will lead to achieving quality excellence. It presents the means to plan, implement, and use a method to isolate, control, and ultimately eliminate product variation – the enemy of excellence. This process for making significant improvements in product quality and yields, while simultaneously reducing costs, is called Statistical Process Control (SPC).

Specific planning, training, and application aspects associated with SPC represent the framework for the book. The various portions are aimed at different levels of the organization. Planning issues are aimed at the business community, while the training considerations are targeted for the support functions, and the application mechanics are geared to the general work force.

The first portion of the book (Introduction) discusses the basic nature of product variation and how it robs an organization of customer satisfaction and profit. Emphasis is placed on the underlying cause of such variation and what can be done to eliminate it. Many of the issues that restrain an organization from effectively confronting the enemy of excellence also are highlighted. The second portion (Parts A and B) describes the strategy, tactics, and tools for effectively planning a quality excellence and SPC program. The specific planning issues and concerns are discussed with respect to what it takes to posture an organization for deriving sustained improvement. The third portion (Parts C and D) addresses the strategy, tactics, and tools for efficiently training an organization's work force in the use of SPC. Beyond this, many of the mechanics associated with the actual development and delivery of SPC training material are presented and discussed. In this sense, the fundamental issues surrounding the transfer of SPC knowledge and skills to the work force are addressed. The fourth portion (Parts E and F) is dedicated to how SPC is applied within the work environment. A specific step-by-step procedure for applying SPC is described and fully illustrated. The use of a concept referred to as the "logic filters" is given major attention in the context of the line-of-sight application of SPC. Many of the underlying step-by-step mechanics associated with the various SPC tools also are highlighted.

***ACHIEVING QUALITY EXCELLENCE:
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FIRST EDITION

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TABLE OF CONTENTS (Cont)

	Page
THE STANDARD TRANSFORM	65
General Overview	65
The Nature of Z Values	65
Purposes of the Z Transform	67
Application of the Z Transform to the Gizmo Example	70
INDICES OF PARAMETER CAPABILITY	71
The Nature of Parameter Capability	71
QUALITY THROUGHPUT YIELD	77
General Overview	77
The Basis of Quality Throughput Yield	77
The Poisson Distribution	77
Example Application of the Poisson Model	80
Practical Aspects of Quality Throughput Yield	82
The Window of Business Opportunity	92
How to Improve Quality Throughput Yield	93
REFERENCES/BIBLIOGRAPHY	95
 <i>QUALITY EXCELLENCE PLANNING</i> 	
PART A - THE PLANNING STRATEGY	A-1
INTRODUCTION	A-1
Building Blocks of Strategic Improvement	A-1
Progression of Implementation	A-2
The Strategic Implementation Model	A-4
PART B - THE PLANNING TACTICS AND TOOLS	B-1
INTRODUCTION	B-1
STEP 1: WRITE A QUALITY EXCELLENCE LETTER OF INTENT	B-2
Initiating the Quality Excellence Program	B-2
Initiating the SPC Programs	B-4
STEP 2: ESTABLISH A HIGH-LEVEL QUALITY EXCELLENCE ADVISORY BOARD	B-7
Purposes of the Advisory Board	B-7
How the First Meeting Should Be Conducted	B-8
How the Board Should Be Organized	B-8
How Subsequent Board Meetings Should Be Conducted	B-9
The Chairperson's Responsibilities	B-9
Check List for Effectiveness	B-10
STEP 3: DEVELOP SPECIFIC MEASURABLE OBJECTIVES FOR THE THREE SPC PROGRAMS AND IMPLEMENTATION PHASES	B-11
Establishing SPC Program Objectives	B-12
Benefits Associated With the SPC Program Objectives	B-14
Dispelling Common Misconceptions of SPC	B-17
Establishing Phase Objectives	B-19
STEP 4: DEFINE AN EXTERNAL SPC STRUCTURE TO SUPPORT AND GUIDE APPLICATIONS	B-20
Defining a Structure to Support SPC	B-21
A Model SPC Structure	B-22
SPC Program Steering Committees	B-25
SPC Program Planning	B-25

TABLE OF CONTENTS (Cont)

	Page
STEP 5: SELECT PRODUCT FOR THE IMPROVEMENT EFFORT.....	B-28
SPC Communication Vehicles.....	B-28
Selection Criteria for Phase I Implementation.....	B-29
Selection Criteria for Phase II and Phase III.....	B-30
STEP 6: PRESENT THE SPC PROGRAMS TO THE RELATED PRODUCT AND SUPPORT	
AREA MANAGEMENT.....	B-31
SPC Presentation Agenda and Sequence.....	B-31
Highlights of the SPC Presentation.....	B-32
The Role of Top Management.....	B-33
STEP 7: ESTABLISH HIERARCHICAL OBJECTIVES FOR EACH OF THE SELECTED	
PRODUCTS.....	B-33
Developing Hierarchical Objectives.....	B-33
The Components of an Objective.....	B-34
STEP 8: DEVELOP ACTION PLANS TO MEET THE APPLICATION OBJECTIVES.....	B-36
Strategic Flow for Developing Action Plans.....	B-37
Action Planning Examples.....	B-42
Basis for Devising Action Plans.....	B-44
STEP 9: IMPLEMENT THE PROBLEM-SOLVING TEAM'S ACTION PLANS.....	B-46
Elements of the Change Process.....	B-46
Role of the Applications Workshop.....	B-48
Conducting the Applications Workshop.....	B-49
Synopsis of the SPC Planning, Training, and Application Process.....	B-51
STEP 10: REVIEW SPC IMPLEMENTATION PROGRESS.....	B-57
REFERENCES/BIBLIOGRAPHY.....	B-59

QUALITY EXCELLENCE TRAINING

PART C – THE TRAINING STRATEGY.....	C-1
INTRODUCTION.....	C-1
The Nature of SPC Training.....	C-2
SPC TRAINING STRATEGY.....	C-3
SPC NEEDS ASSESSMENT.....	C-4
Nature of the Survey.....	C-4
Data Analysis.....	C-4
BLOCK 1: SPC TRAINING.....	C-5
Technical-Level Training.....	C-5
Operations-Level Training.....	C-9
Business-Level Training.....	C-9
Organization of SPC Training.....	C-10
BLOCK 2: APPLICATIONS WORKSHOP.....	C-12
BLOCK 3: ON-THE-JOB APPLICATION.....	C-12
BLOCK 4: STEERING COMMITTEE REVIEW.....	C-13
BLOCK 5: MANAGEMENT FOLLOW-ON SESSION.....	C-13
BLOCK 6: REVISION OF IMPLEMENTATION STRATEGY.....	C-13
SUMMARY.....	C-14

TABLE OF CONTENTS (Cont)

	Page
STEP 5: SELECT PRODUCT FOR THE IMPROVEMENT EFFORT.	B-28
SPC Communication Vehicles.	B-28
Selection Criteria for Phase I Implementation.	B-29
Selection Criteria for Phase II and Phase III.	B-30
STEP 6: PRESENT THE SPC PROGRAMS TO THE RELATED PRODUCT AND SUPPORT AREA MANAGEMENT.	B-31
SPC Presentation Agenda and Sequence.	B-31
Highlights of the SPC Presentation.	B-32
The Role of Top Management.	B-33
STEP 7: ESTABLISH HIERARCHICAL OBJECTIVES FOR EACH OF THE SELECTED PRODUCTS.	B-33
Developing Hierarchical Objectives.	B-33
The Components of an Objective.	B-34
STEP 8: DEVELOP ACTION PLANS TO MEET THE APPLICATION OBJECTIVES.	B-36
Strategic Flow for Developing Action Plans.	B-37
Action Planning Examples.	B-42
Basis for Devising Action Plans.	B-44
STEP 9: IMPLEMENT THE PROBLEM-SOLVING TEAM'S ACTION PLANS.	B-46
Elements of the Change Process.	B-46
Role of the Applications Workshop.	B-48
Conducting the Applications Workshop.	B-49
Synopsis of the SPC Planning, Training, and Application Process.	B-51
STEP 10: REVIEW SPC IMPLEMENTATION PROGRESS.	B-57
REFERENCES/BIBLIOGRAPHY.	B-59

QUALITY EXCELLENCE TRAINING

PART C – THE TRAINING STRATEGY.	C-1
INTRODUCTION.	C-1
The Nature of SPC Training.	C-2
SPC TRAINING STRATEGY.	C-3
SPC NEEDS ASSESSMENT.	C-4
Nature of the Survey.	C-4
Data Analysis.	C-4
BLOCK 1: SPC TRAINING.	C-5
Technical-Level Training.	C-5
Operations-Level Training.	C-9
Business-Level Training.	C-9
Organization of SPC Training.	C-10
BLOCK 2: APPLICATIONS WORKSHOP.	C-12
BLOCK 3: ON-THE-JOB APPLICATION.	C-12
BLOCK 4: STEERING COMMITTEE REVIEW.	C-13
BLOCK 5: MANAGEMENT FOLLOW-ON SESSION.	C-13
BLOCK 6: REVISION OF IMPLEMENTATION STRATEGY.	C-13
SUMMARY.	C-14

TABLE OF CONTENTS (Cont)

	Page
PART D – THE TRAINING TACTICS AND TOOLS	D-1
INTRODUCTION	D-1
SPC INFORMATION REQUIREMENTS	D-3
Integration of the Logic Filters Concept Into the SPC Training Program	D-3
Nature of the Strategic SPC Tools	D-5
Organization of the Strategic SPC Tools	D-7
Information Flow and Instructional Sequencing	D-10
Architecture of the SPC Training Program	D-11
SPC Program Development	D-19
INFORMATION DELIVERY SYSTEM	D-20
Participant Workbook	D-21
Instructional Exercises	D-23
Case Studies	D-26
Application Resource	D-27
SPC Skill and Application Survey	D-31
Analysis of SPC Survey Data	D-31
Practical Aspects of the SPC Survey	D-32
Tracking Performance with the SPC Survey	D-34
ASSURING TRAINING EXCELLENCE	D-34
Elements of the Instructors Manual	D-34
Instructor Certification Process	D-38
Instructor, Course, and Program Evaluation	D-42
SPC Training Program Administration Tools	D-44
SUMMARY	D-45
BIBLIOGRAPHY	D-47

QUALITY EXCELLENCE APPLICATION

PART E – THE APPLICATION STRATEGY	E-1
INTRODUCTION	E-1
PRODUCT VARIATION AND PEOPLE	E-2
An Encounter with Product Variation	E-2
The Cost of Evading Product Variation	E-3
PRODUCT VARIATION AND PROCESSES	E-3
The Basic Components of Product Variation	E-4
Why Sustained Quality Improvement Evades Capture	E-5
The Changing Expectation for Product Quality	E-6
PRODUCT VARIATION AND SPC	E-7
The Strategy for Dealing with Product Variation	E-7
Translating the Strategy into a Set of Logic Filters	E-9
SUMMARY	E-10

TABLE OF CONTENTS (Cont)

	Page
PART F – THE APPLICATION TACTICS AND TOOLS	F-1
INTRODUCTION	F-1
STEP 1: RECOGNIZE THE EXISTENCE OF "LEVERAGE" PRODUCT	F-1
The Notion of Leverage	F-2
The Problem-Solving Team	F-2
The Recognition Tools	F-3
The Tools for Isolating Leverage	F-6
STEP 2: CLASSIFY THE IMPROVEMENT OPPORTUNITIES INTO PRODUCT AREAS	F-8
Hierarchical Pareto Analysis	F-8
The Cause-and-Effect Matrix	F-11
STEP 3: ISOLATE CRITICAL SOURCES OF VARIATION WITHIN THE LEVERAGE PRODUCT AREAS	F-12
The Nature of Multi-Vari Charts	F-13
Construction of Multi-Vari Charts	F-15
Continuous Data and Multi-Vari Charts	F-18
Benefits of Pseudo-Continuous Measurement Scales	F-18
STEP 4: PREPARE TO ESTABLISH LINKAGE BETWEEN "PRODUCT PARAMETERS" AND "PROCESS PARAMETERS"	F-19
Methods for Identifying Potentially Causal Variables	F-19
Further Development of the Cause-And-Effect Matrix	F-28
STEP 5: CONFIRM THE EFFECT OF THE POTENTIALLY INFLUENTIAL PROCESS PARAMETERS	F-32
The Basic Elements of Experimentation	F-33
General Principles of Experiment Design	F-35
Full Factorial Experiments	F-38
Optimization Experiments	F-48
Fractional Factorial Experiments	F-52
Screening Experiments	F-53
Example Application of Stage-Wise Experimentation	F-54
Stage I: Experimentation	F-56
Stage II: Experimentation	F-60
Stage III: Experimentation	F-62
STEP 6: CONTROL THE "VITAL FEW" PROCESS, MATERIAL, AND DESIGN PARAMETERS ACROSS TIME	F-72
Statistical Process Control Charts	F-72
Process Data Gates	F-75
Process Capability	F-78
Control Charts For Variables	F-82
Interpretation of \bar{X} Charts	F-99
Example Interpretation of an \bar{X} Chart	F-100
Statistical Zone Testing	F-102
Control Charts For Attributes	F-102
Summary of the Strategy, Tactics, and Tools	F-113
REFERENCES/BIBLIOGRAPHY	F117