

Quality Tools

The most successful organisations give their customers what they want, to a level of expected quality. Organisational systems and processes ensure quality standards are maintained. Quality permeates all aspects of a product lifecycle. Get it wrong and the costs will be high.

Many organizations get in the cycle of firefighting, constantly solving repeat problems. In order to tackle this we use Effective problem solving: a proven a structured 8 step approach, using a team to investigate the problem, identifying the root cause and applying systemic corrective action to ensure the problems do not occur again.

We use a structured process involving statistical tools and techniques to monitor the output from any process. Firstly, we need to understand the integrity of measurement data. For example, many organizations calibrate equipment when they do not understand the variation in the measurement data coming from the total measurement system.

We use statistical techniques such as Measurement system analysis (MSA) to evaluate the variation and then make judgment on the suitability of the measurement process. In addition we apply Statistical process control (SPC) techniques to proactively use measurement data to identify potential issue before they occur (focused on defect prevention)

With regard to identifying and prioritizing areas of risk we use the improvement tool Failure mode and effects analysis (FMEA) to help identify risk reduction in any manufacturing or non-manufacturing process.

For further information visit www.aspen-global.co.uk

Severity Rankings			
Ranking	Effect	Design FMEA Severity	Process FMEA Severity
10	Hazardous- no warning	affects safe operation without warning	may endanger machine or operator without warning
9	Hazardous- w/ warning	affects safe operation with warning	may endanger machine or operator with warning
8	Very High	makes product inoperable	major disruption in operations (100% scrap)
7	High	makes product operable at reduced performance (customer dissatisfaction)	minor disruption in operations (may require sorting and some scrap)
6	Moderate	results in customer discontent	minor disruption in operations (no sorting but some scrap)
5	Low	results in complaint and inconvenience at a reduced level	minor disruption in operations (portion may require rework)
4	Very Low	results in dissatisfaction by most customers.	minor disruption in operations (some sorting and portion may require rework)
3	Minor	results in dissatisfaction by average customer.	minor disruption (some rework but little effect on production rate)
2	Very Minor	results in dissatisfaction by few customers	minor disruption (minimal effect on production rate)
1	None	No effect	No effect

