

Quality Tools

Here is just a flavour of the kind of courses we offer. Just contact us if you need more information about any of the following offerings:

- ◆ Failure Mode and Effects Analysis (FMEA) – See a brief summary below;
- ◆ Kaizen (Continuous Improvement) – See a brief summary below;
- ◆ Measuring Systems Analysis (MSA);
- ◆ Single Minute Exchange of Dies (SMED) or Reduction in Set-up Times;
- ◆ Statistical Process Control (SPC);
- ◆ Total productive maintenance (TPM);

FMEA

Customers with quality improvement strategies are asking their suppliers to use tried and tested quality tools, such as failure mode and effects analysis (FMEA). In some cases it is a requirement of the customer's quality system. Once you understand the vocabulary and the methods, it's easy to apply. Then, product quality, both in design and manufacturing, can be significantly improved. Item by item in the design or in the process, potential failures can be assessed and potential causes of failures listed. Controls can then be allocated to show what is being done to eliminate or control the occurrence of potential failure.

- ◆ Product quality and industry standards for ISO 9000 and ISO/TS 16949;
- ◆ Risk assessment and safety requirements
- ◆ Design FMEA, process FMEA and process flow charts
- ◆ FMEA and quality function deployment (QFD)
- ◆ FMEA and designed of experiments (DOE)
- ◆ Problem solving

Kaizen (Continuous Improvement)

Kaizen (continuous improvement) is an essential ingredient for world-class performance. It is a requirement of ISO/TS 16949 and QS-9000 as well as the ISO 9000:2000 standard. The course focuses on the role of the manager aiming to become the catalyst and facilitator of employees' ideas. Delegates are involved with planning and implementing methods so that they are able to apply the principles in their own place of work.

Course contents are shown below:

- ◆ The three stages of kaizen
- ◆ Job accountability and responsibility, including teamwork and empowerment;
- ◆ Explaining Poka yoke, Andon, muda, which all have names in the English language
- ◆ Continuous improvement concepts and using western technology advantageously
- ◆ Implementing kaizen