



QUALITY PROBLEM SOLVING STRATEGIES

SMI LEARNING OBJECTIVE

SMI SKILL ONE

Production QA Team – Select
RIGHT Mix of QA Members
(Design, Quality, Production)!

SMI SKILL TWO

Production Problem Solving –
Brainstorm Before, During and
After QA Solutions

SMI SKILL THREE

Develop FMEA Action Plan –
Objective, Tasks, Deadline,
PIC and Remarks

SMI SKILL FOUR

Top TEN Qualities of a
Professional QC Inspector – Do
you have it!

SMI SKILL FIVE

Professional QC Inspector –
Qualification, Experience, and
Solution Focused

SMI SKILL SIX

Creative Thinking Strategies –
Green, Yellow, White, Black, Red
and Blue Ideas

SMI SKILL SEVEN

Prepare Monthly QA/QC Reports
– Amplify on Quality Planning
Success!

WHO SHOULD ATTEND?

Production, Process, Design,
Customer Service, Quality, R&D –
Executive, Engineers, QMR, QC
Inspectors and People involved
in Managing QA/QC Project
Implementation



“ THE WORLD HAS CHANGED ”

The IMPOSSIBLE Happened! A Worldwide Shutdown 2020; this CHANGES EVERYTHING in QUALITY ASSURANCE/CONTROL and a NEW NORMAL will emerge!

A Worldwide Recession, Business Model Change, Work from Home, Communication Delays, Reduced Investments, Compulsory Health Screening, IT Dependence, etc.

The more 'adept' companies will achieve Profits Faster. We MUST expect Supply Chain Disruptions, Vendor Financial Meltdown, Lack of Materials, Slow Operations, Unpredictable Demands and a myriad of NEW CHALLENGES, NEVER EXPECTED!

QA/QC Professionals requires Rethinking 'Traditional' Strategies, Persuade Stakeholders to CHANGE and Support New Initiatives – Creative Strategies, Practical Solutions and Move Away from Current Practices – It requires a Paradigm Shift!





QUALITY PROBLEM SOLVING STRATEGIES

Smart Production –
Quality Assurance
and Quality Control
Action Plan

PART A “QUALITY PROBLEM SOLVING STRATEGIES”

1. The ‘Smart’ Quality 2021 – Customer Orders, High Rejects, Material Quality, Cost Pressure, etc.
2. **Quality Problem Solving Strategies** – Pro-Active Quality, High Intensity Quality Control and Planning

PART B “JUST-in-TIME PRODUCTION STRATEGIES”

1. **QUALITY ASSURANCE – AVOID PRODUCTION FAILURES**
 - A. **Production Quality Failure** – Untrained Workforce, Poor Management, Weak QC Control, Process Weakness, etc.
 - B. **Develop COMPETENT QA Team** – Creative Ideas, Remove Barriers and Amplify Results
 - C. **SMI Skill ONE – Production QA Team** – Select RIGHT Mix of QA Members (Design, Quality, Production)!
2. **CRITICAL FIVE STAGES QUALITY ASSURANCE**
 - A. **Production Quality Assurance Stages** – Process Focus, Methodology, Verify and Involvement
 - B. **Quality Assurance Leadership** – Passionate Leader, WIN Commitment and Persuasive Skills
 - C. **SMI Skill TWO** – Production Problem Solving – Brainstorm Before, During and After QA Solutions
3. **FAILURE MODE EFFECT ANALYSIS (FMEA) – DESIGN and PROCESS**
 - A. **Reduce Production Failure** – Identify ‘Possible’ Design and Process Failure BEFORE Production
 - B. **FMEA in Production Review** – Potential Failure, Brainstorm, Ranking, Severity and Action Plan
 - C. **SMI Skill THREE** – Develop FMEA Action Plan – Objective, Tasks, Deadline, PIC and Remarks

PART C “HIGH INTENSITY QUALITY CONTROL STRATEGY”

4. **QUALITY CONTROL – PRODUCTION IMPROVEMENT**
 - A. **Production ACHIEVE Quality Standards** – Verify/Identify/Fix Issues and Inspection/Testing
 - B. **QC Inspector Responsibility** – Quality Objectives, Standards, Audit, Validate and Corrective Action
 - C. **SMI Skill FOUR** – Top TEN Qualities of a Professional QC Inspector – Do you have it!
5. **7 QC TOOLS – ‘AMPLIFY’ QUALITY ISSUES**
 - A. **Apply 7 QC Tools** – Fishbone, Pareto, Control Charts, Scatter Diagram, Histogram, Flowcharts and Checklist
 - B. **Develop Competent and Respected QC Team** – Brainstorm, Prioritise and Confirm Quality Issues
 - C. **SMI Skill FIVE** – Professional QC Inspector – Qualification, Experience, and Solution Focused
6. **QUALITY CULTURE – INSTIL FEAR OF QUALITY FAILURE**
 - A. **Avoid Quality Failures** – Budget, Training, Cost vs Quality Focus, Management Commitment, etc.
 - B. **ZERO Defect Culture** – Mission, Company Commitment, Empowerment and Documentation
 - C. **SMI Skill SIX** – Creative Thinking Strategies – Green, Yellow, White, Black, Red and Blue Ideas

PART D “ANNUAL QUALITY PLAN IMPLEMENTATION”

7. **DEVELOP ANNUAL QA/QC PLAN 2021**
 - A. **Customise Annual QA/QC Plan** – Develop Quality Objectives, Strategies and Action Plan
 - B. **Present QA/QC Action Plan** – Secure Customer Confidence and Stakeholder Commitment
 - C. **SMI Skill SEVEN** – Prepare Monthly QA/QC Reports – Amplify Quality Planning Success!