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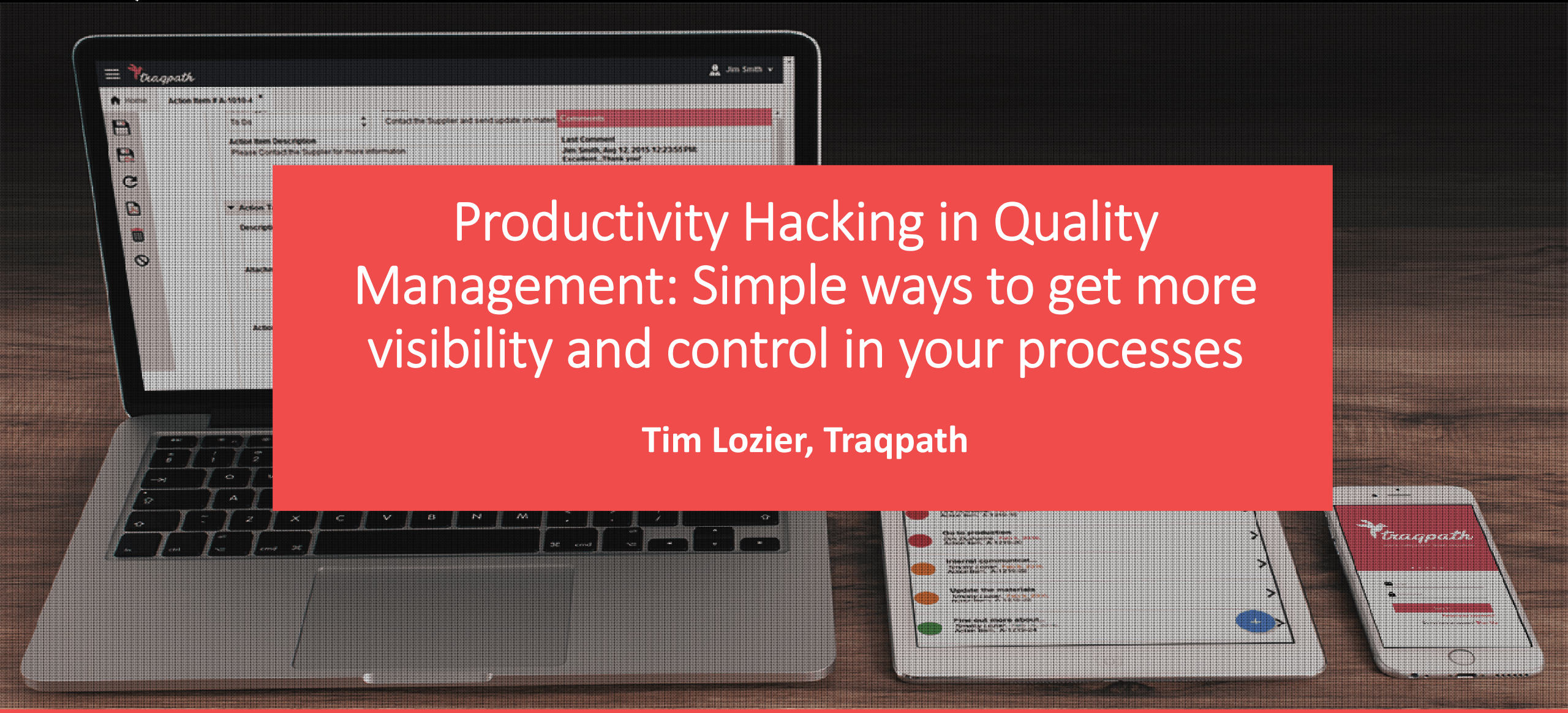


Productivity Hacking in Quality Management: Simple ways to get more visibility and control in your processes

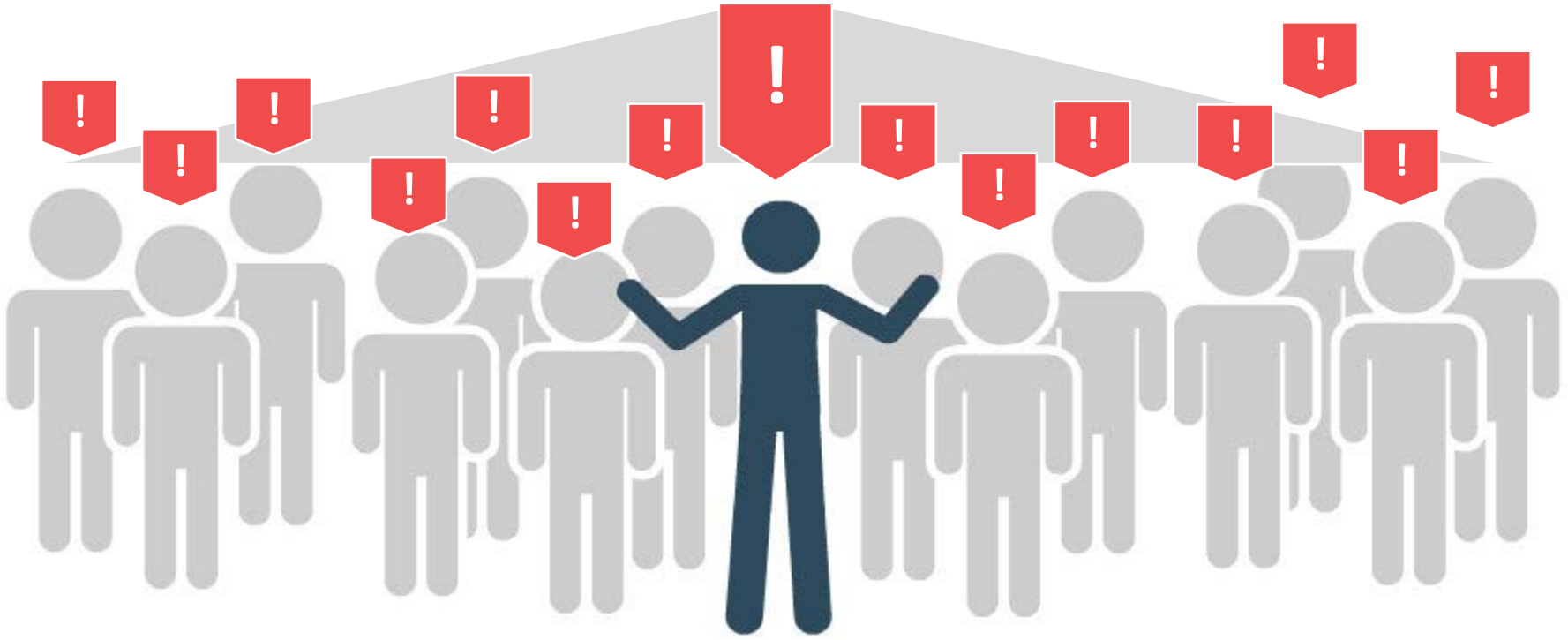
Tim Lozier, Traqpath

AGENDA:

- The Market view and Quality management mindset
- How technology/automation is helping this mindset
- What is Productivity Hacking?
- Hack 1: Centralization of your quality information
- Hack 2: How to keep people current, updated and involved
- Hack 3: Using data to drive improvement for everyone
- How these areas impact the business and drive value

Not just about the requirements….

It's the mindset.



There should be a company-wide commitment/leadership around Quality

Not just about the requirements….

It's the mindset.

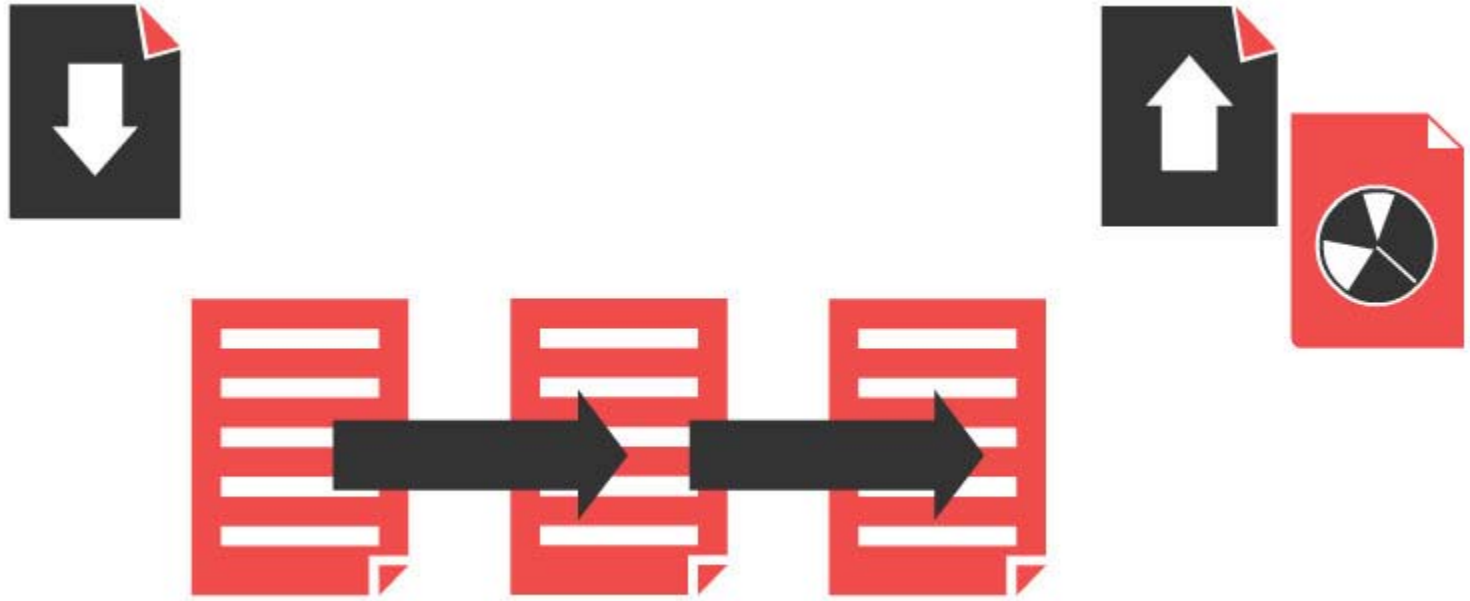
Quality for "external parties" (suppliers)

Quality for People within your company

Commitment to Quality for Customers

Not just about the requirements….

It's the mindset.



Common, standardized processes, across the entire operation

Not just about the requirements….

It's the mindset.

Fostering traceability throughout the process….

What did we do?

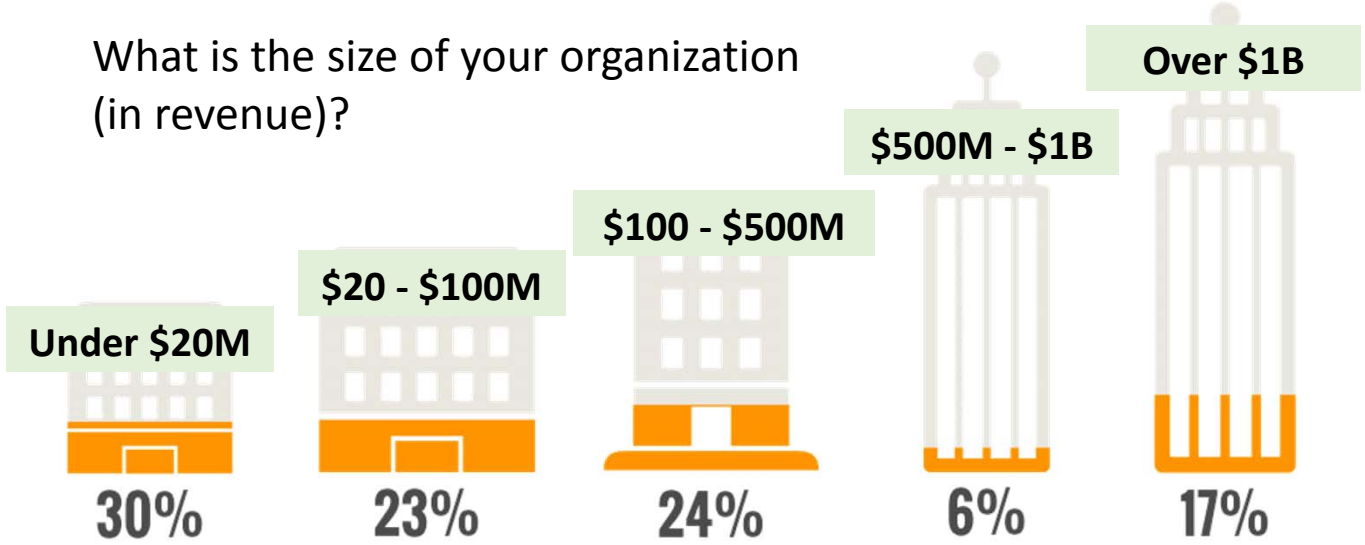
….We asked the market about their mindset on Quality Management…

…specifically around who they are,

what drives them, and…

…where technology fits into their world.

What is the size of your organization (in revenue)?



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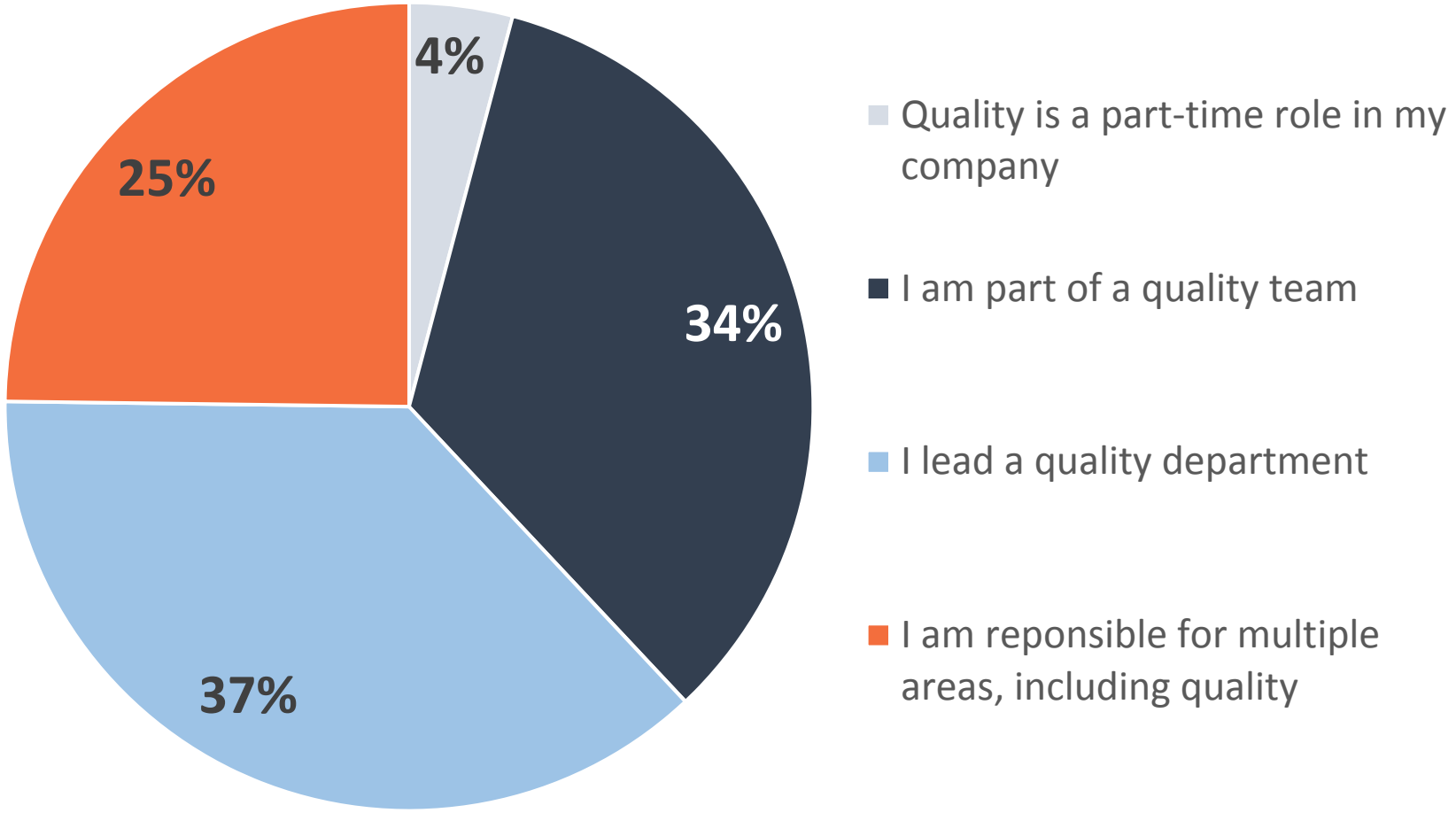
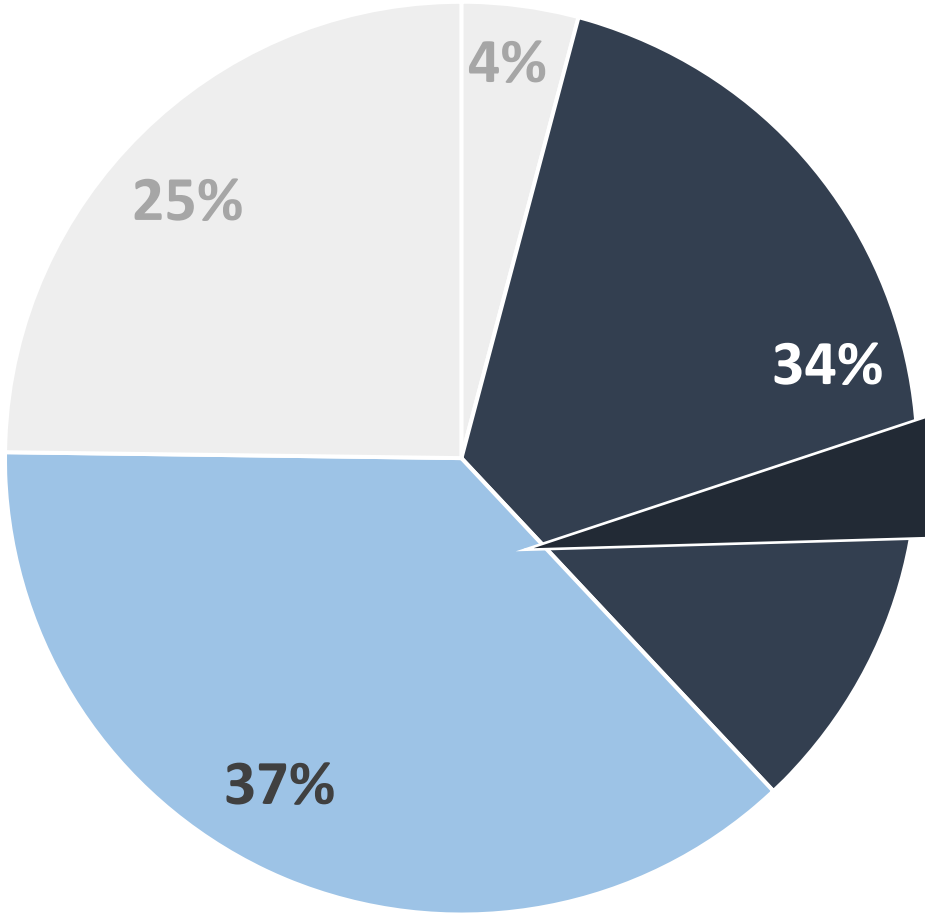
What is the Quality Role look like?



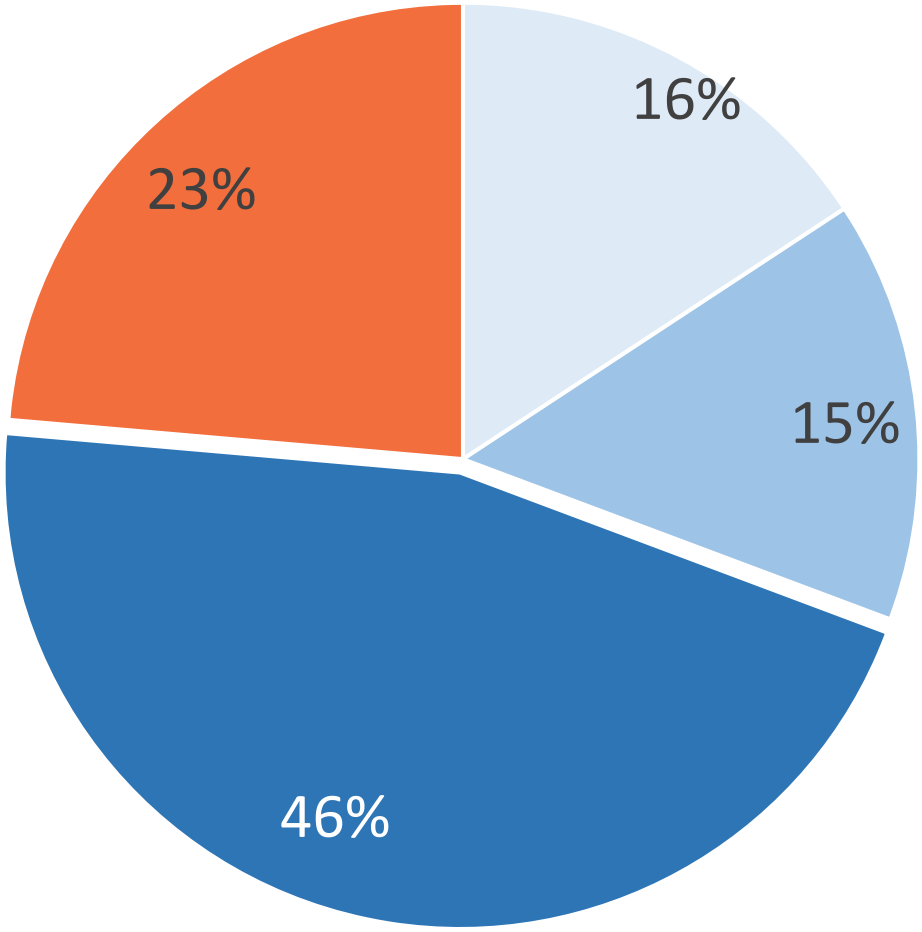
What is the Quality Role look like?



Quality is (thankfully) a dedicated role in most organizations:

There are still some smaller “shops”, but the majority are focused on the Quality management effort.

How are Quality Management Teams Structured?



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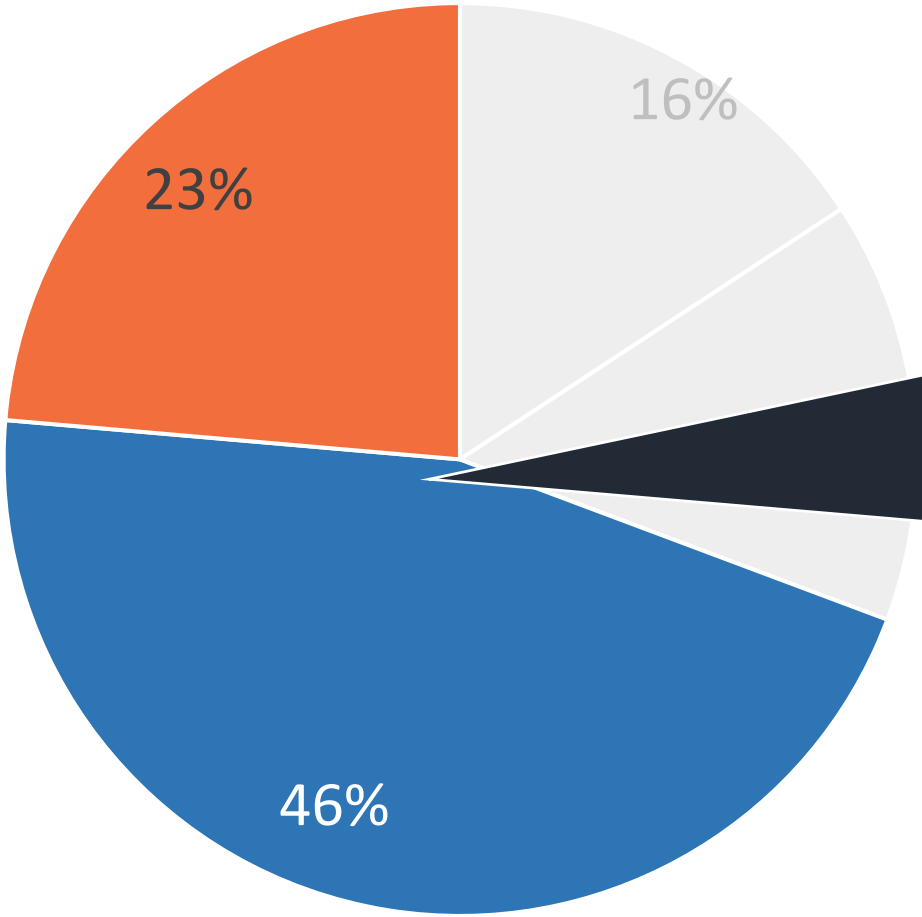
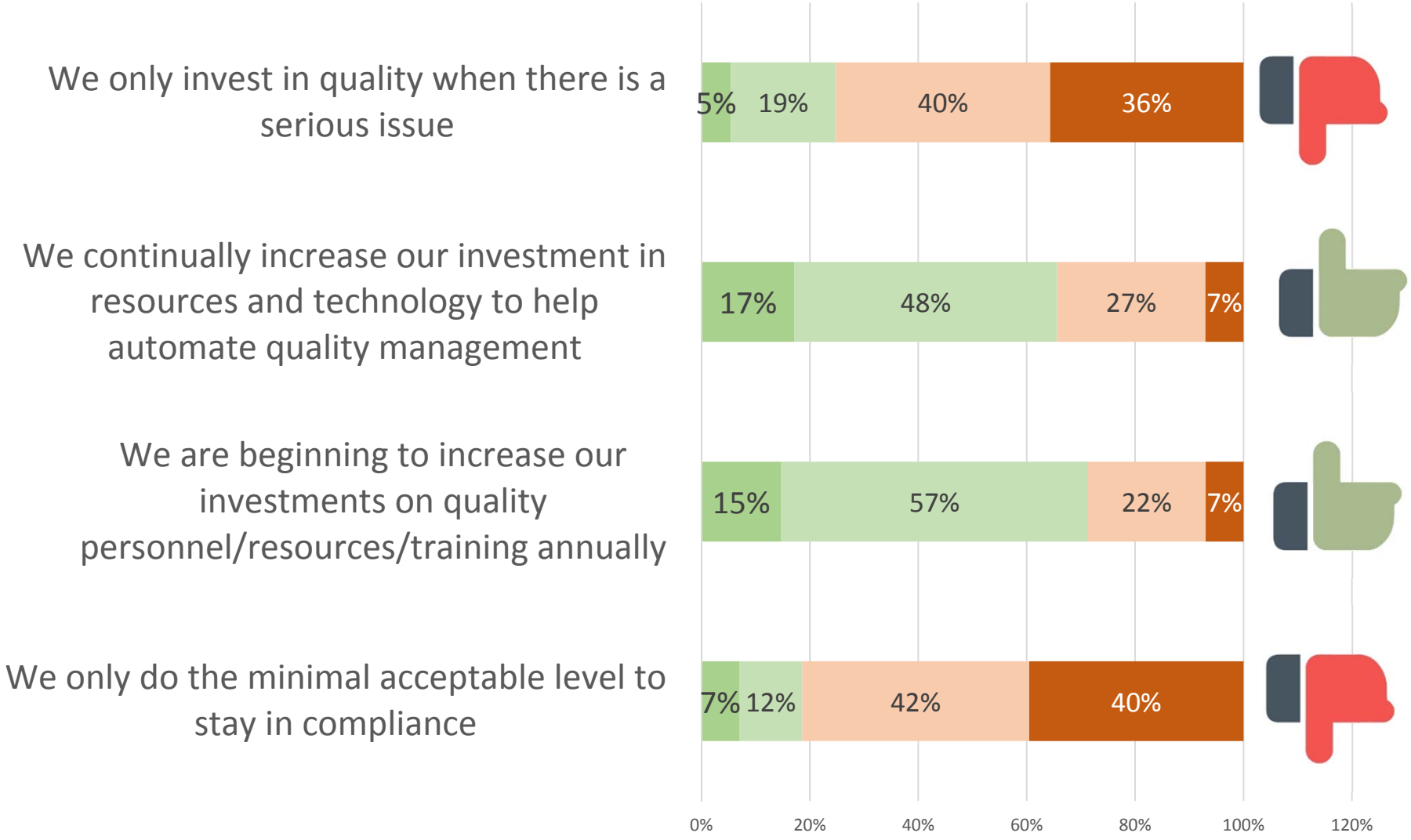


Quality Management Teams are still largely dedicated in nature.

While we see shift to more cross-function, the majority are still assigning a dedicated team to the business of Quality.

How are they investing in Quality Management?



How are they investing in Quality Management?

We only invest in quality when there is a serious issue

We continually increase our investment in resources and technology to help automate quality management

65%

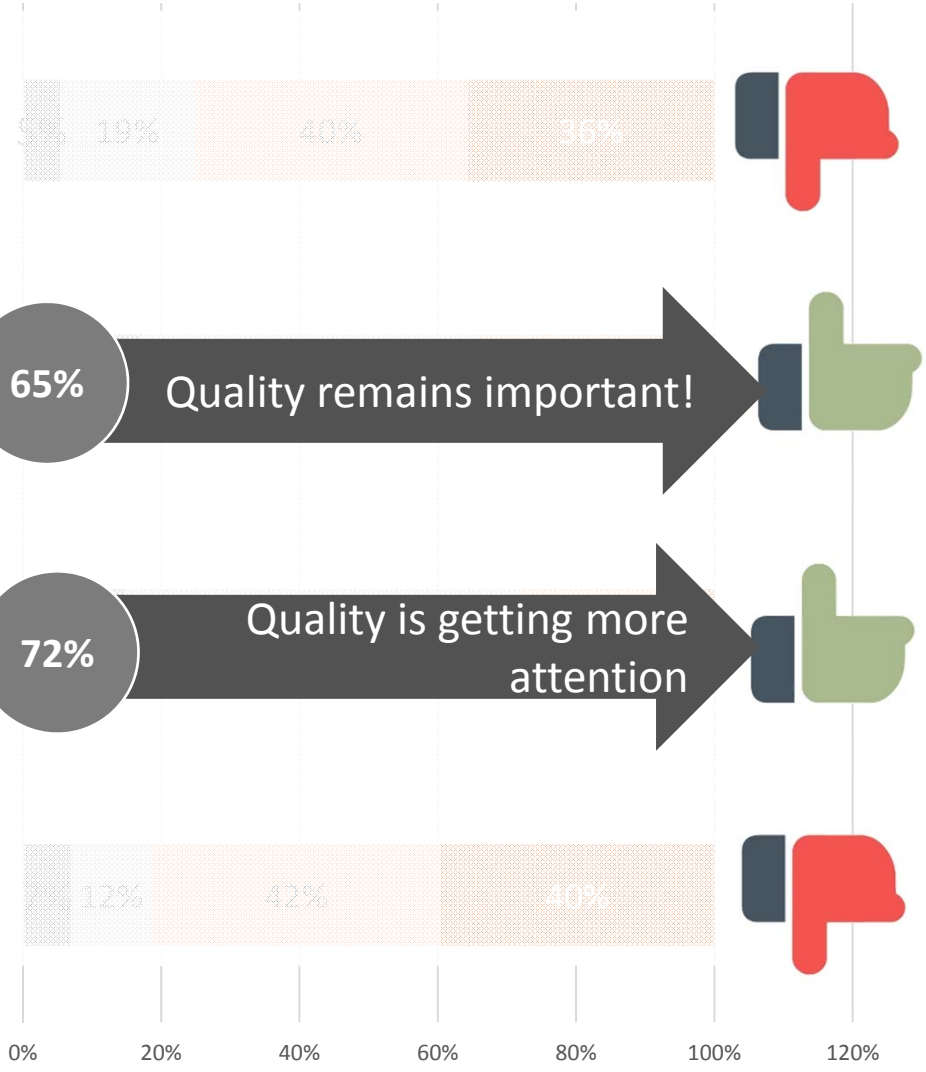
Quality remains important!

We are beginning to increase our investments on quality personnel/resources/training annually

72%

Quality is getting more attention

We only do the minimal acceptable level to stay in compliance



What is the primary driver for quality management in your organization?

Registration to ISO and similar international standards

Meeting customer and product regulatory requirements

Product and process improvement driven by quality (e.g. reduce risks and variations)

Strategic directives for operational efficiency (e.g. reduce costs and product defects)

What is the primary driver for quality management in your organization?

It's about getting your house in order and the culture of Quality – productivity First!

The majority of organizations are focused primarily on ensuring they are staying compliant with their standards and regulatory, while satisfying the customer needs. Productivity, efficiency come first; Improvement and Operational Excellence can only come AFTER you have satisfied these elements.

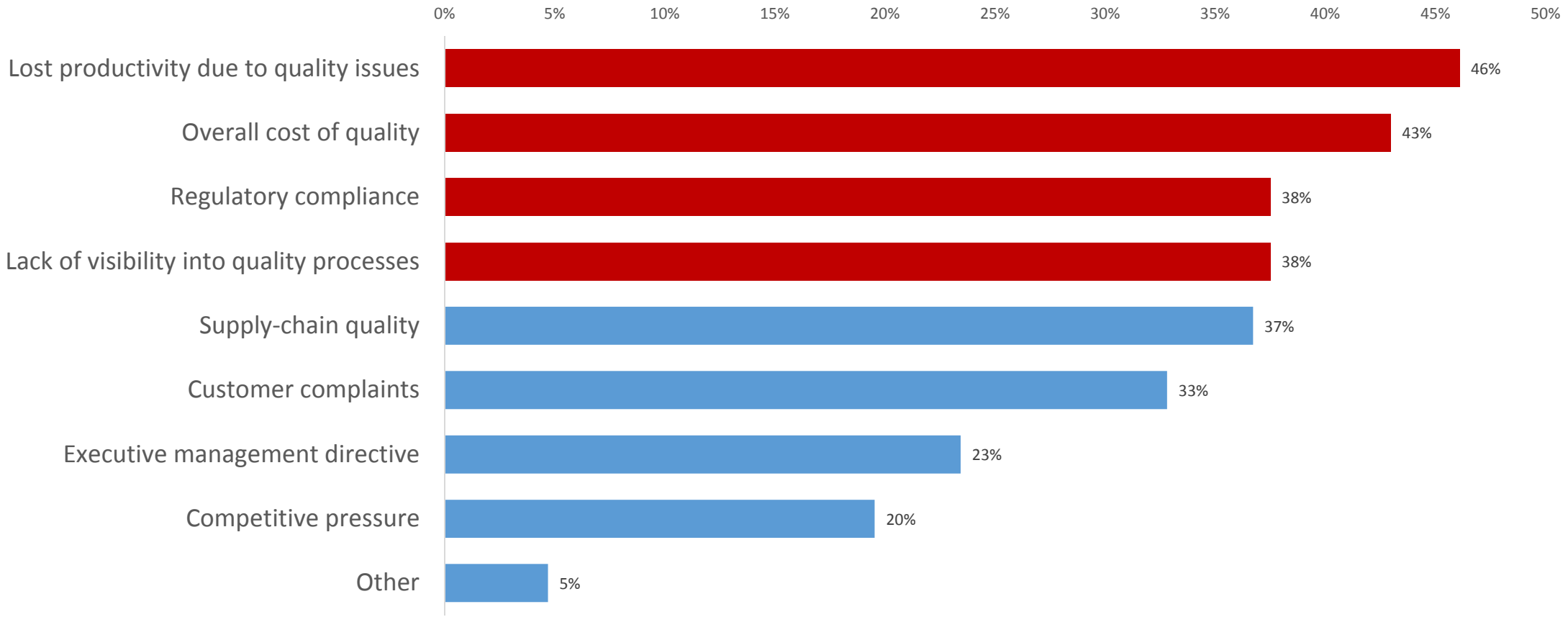
Voice of the Market on Goals and Drivers

"Our goal is around getting everyone in the organization to own the responsibility of product quality."

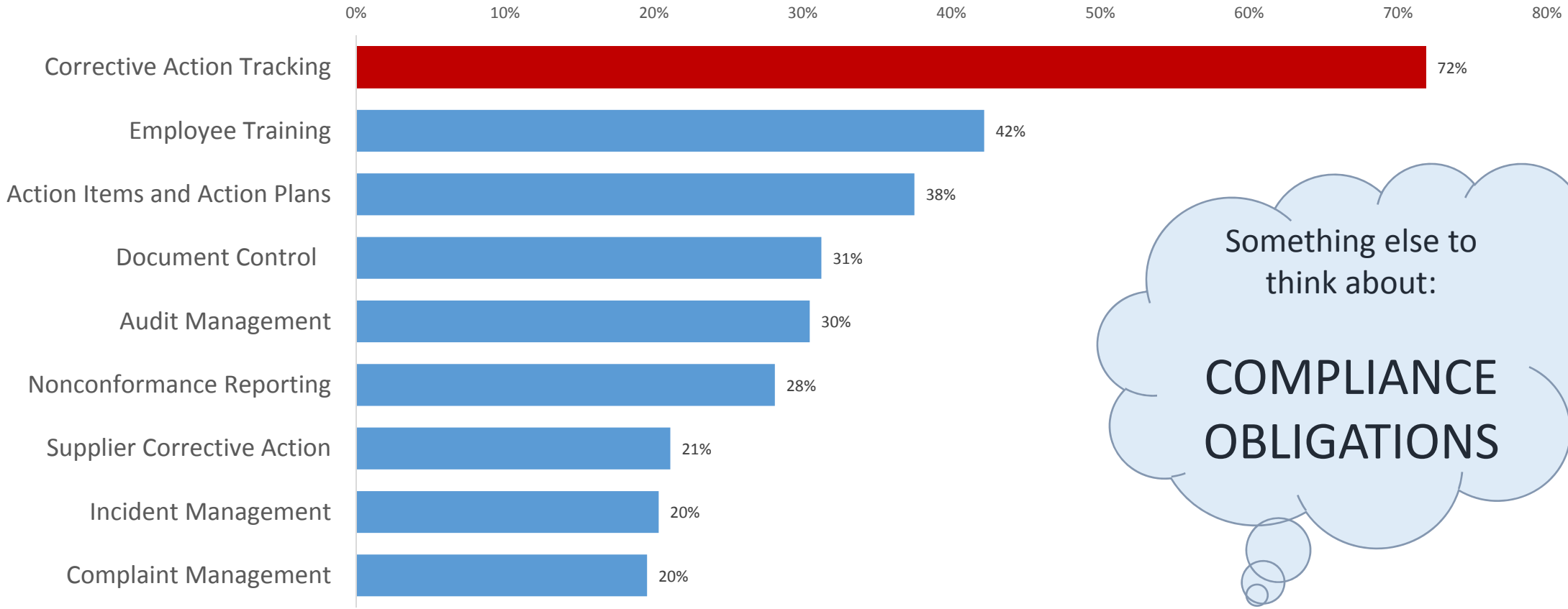
Supports the mindset shift!

"We are continually looking to improve employee knowledge in Quality."

What are the biggest challenges facing your organization related to quality and compliance?



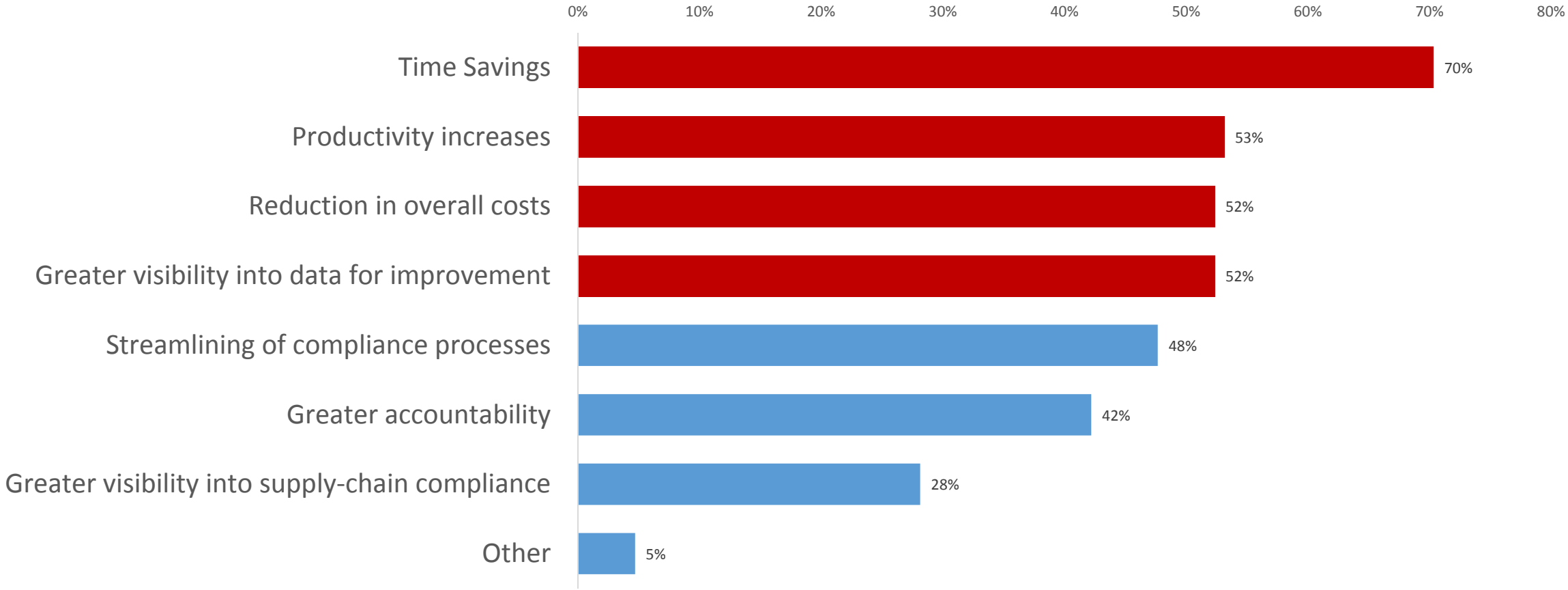
What processes are most critical to maintaining quality and compliance?



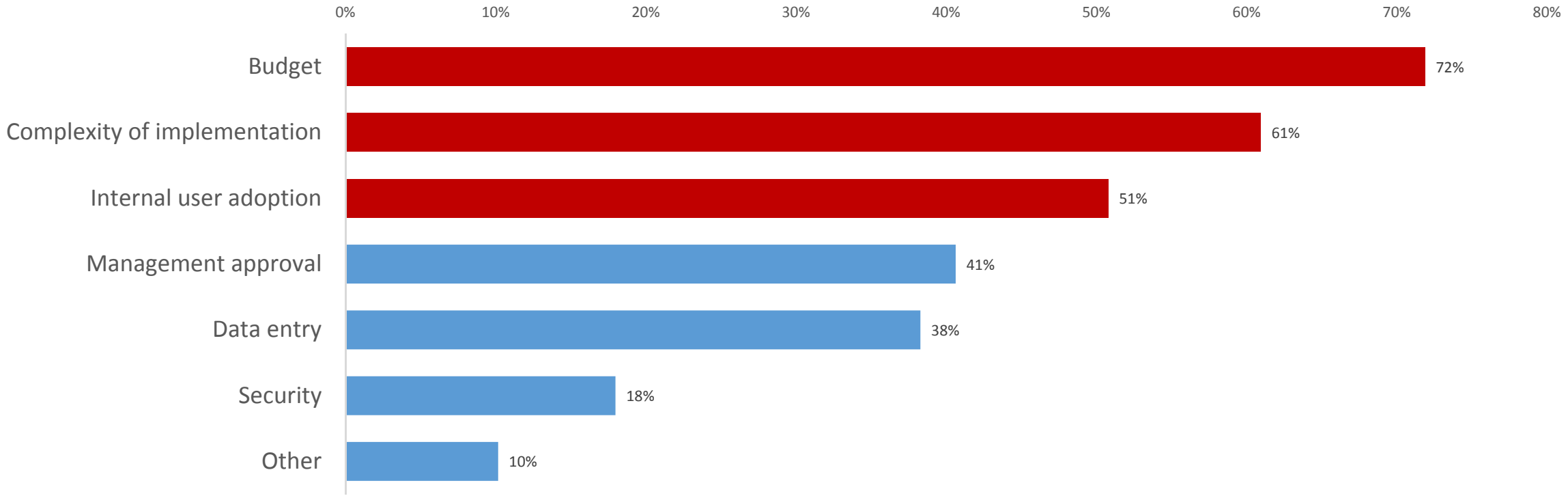
Something else to think about:

COMPLIANCE OBLIGATIONS

What business value do you expect from automating the management of quality and compliance events?



What are the biggest obstacles to using automated software tools for managing quality, and compliance events?



So what is the temperature here?

CHALLENGES:

Lost Productivity
Cost of Quality
Staying Compliant
Visibility into the Process

MOST CRITICAL PROCESSES:

Corrective Action Tracking
Consideration of Compliance Obligations

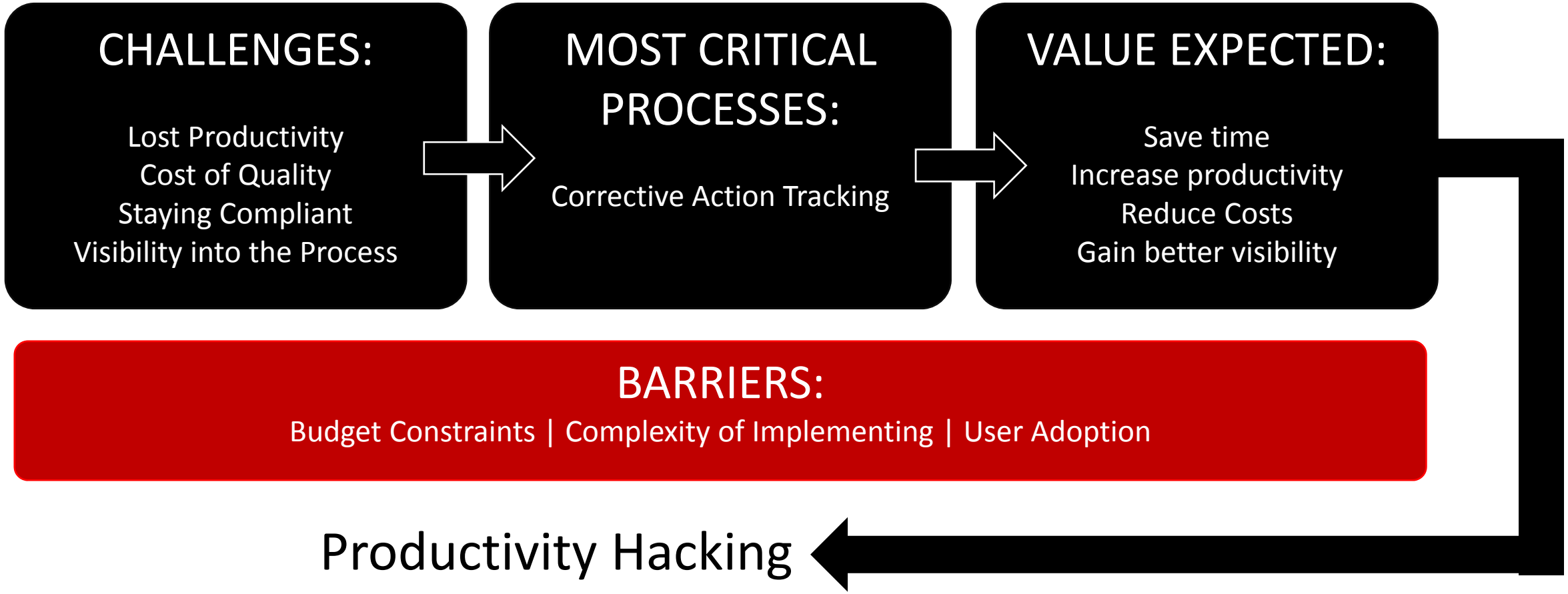
VALUE EXPECTED:

Save time
Increase productivity
Reduce Costs
Gain better visibility

BARRIERS:

Budget Constraints | Complexity of Implementing | User Adoption

How can we achieve these objectives while overcoming the barriers?



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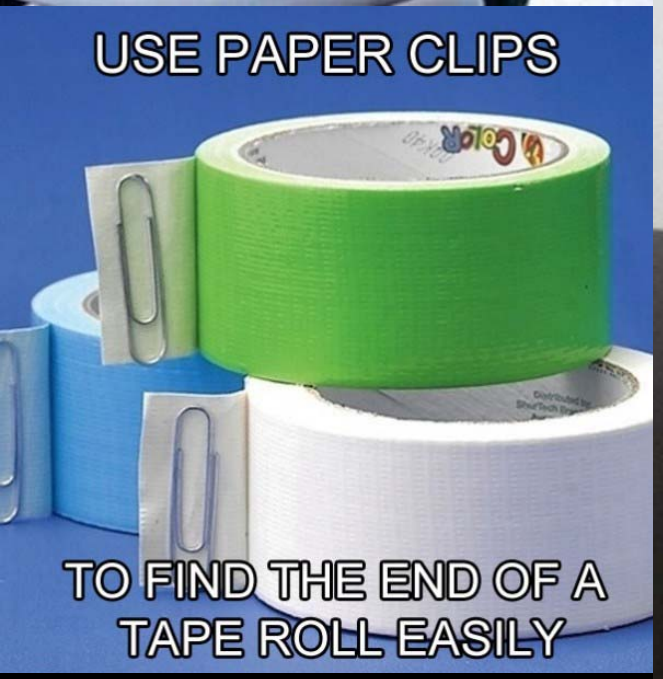
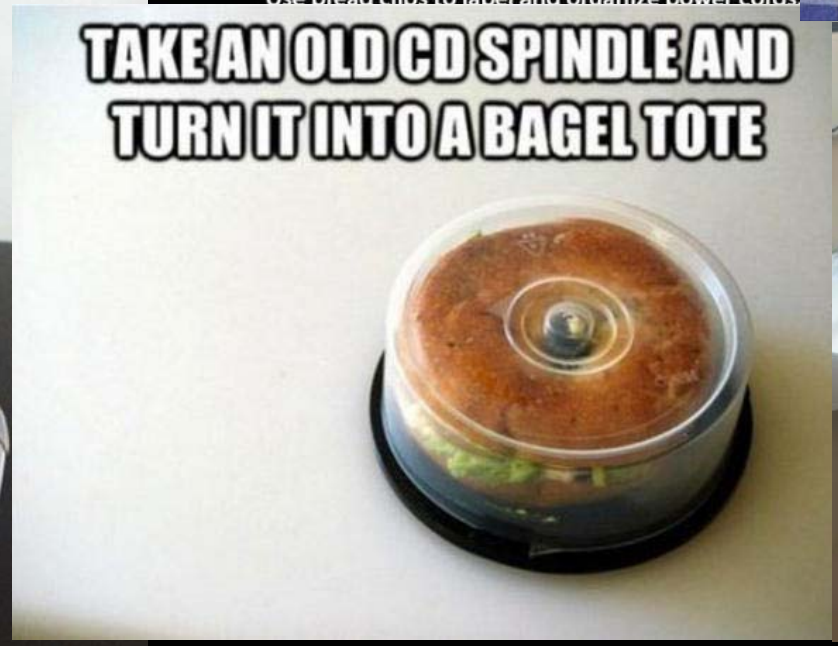
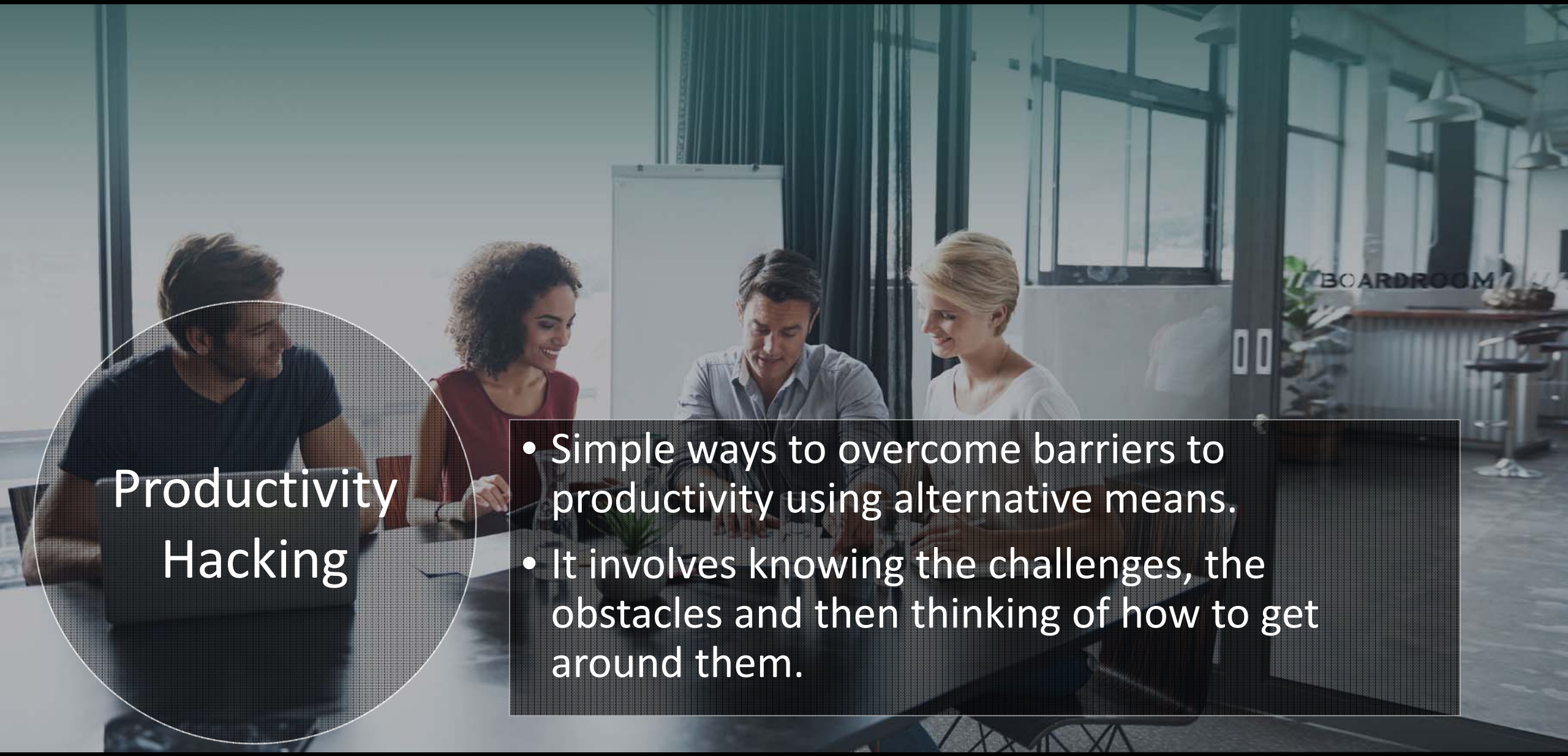
“HACKS” are everywhere!







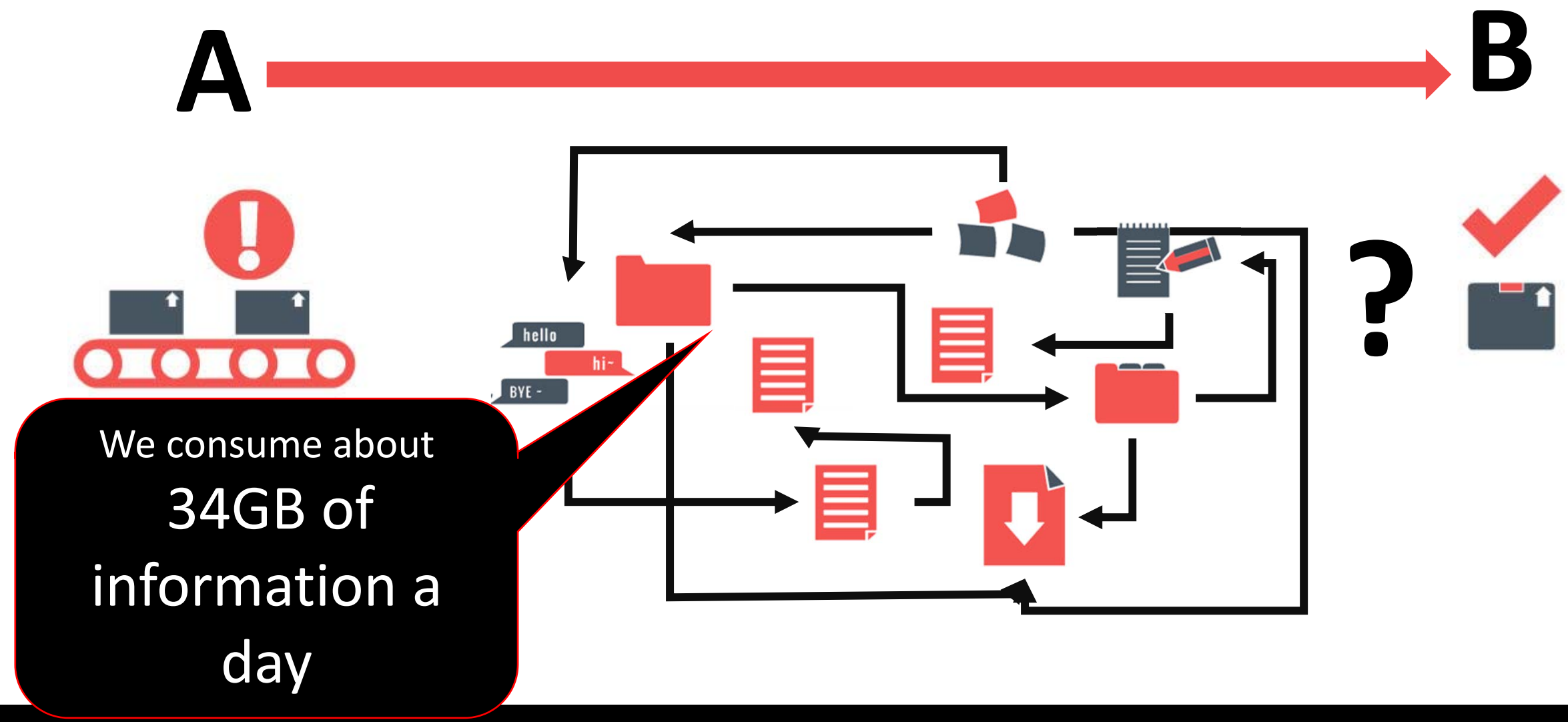
Productivity Hacking

- Simple ways to overcome barriers to productivity using alternative means.
- It involves knowing the challenges, the obstacles and then thinking of how to get around them.

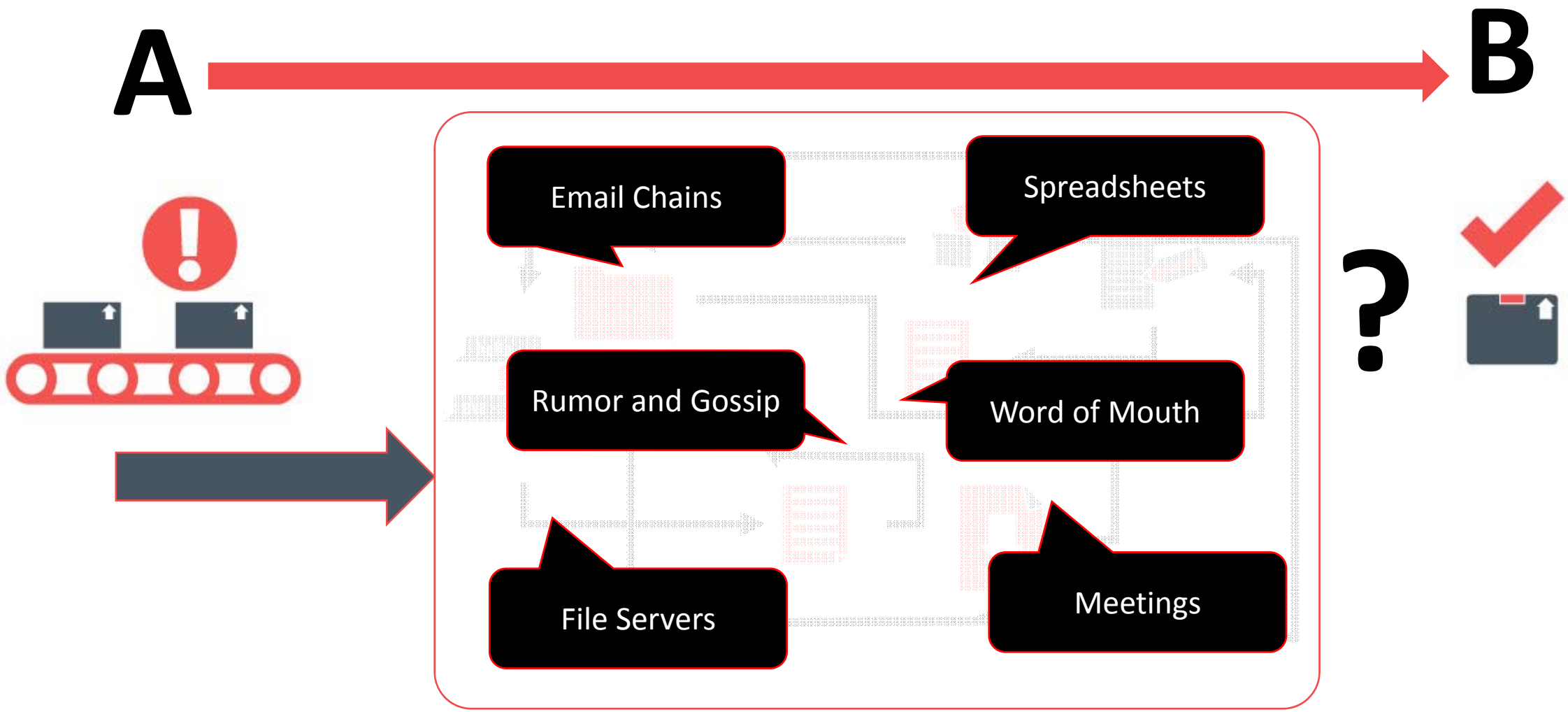
1. Gain Visibility by Taking a Simple, Centralized Approach

(It has to be common!)

Are we making it too hard on ourselves when tracking Compliance?

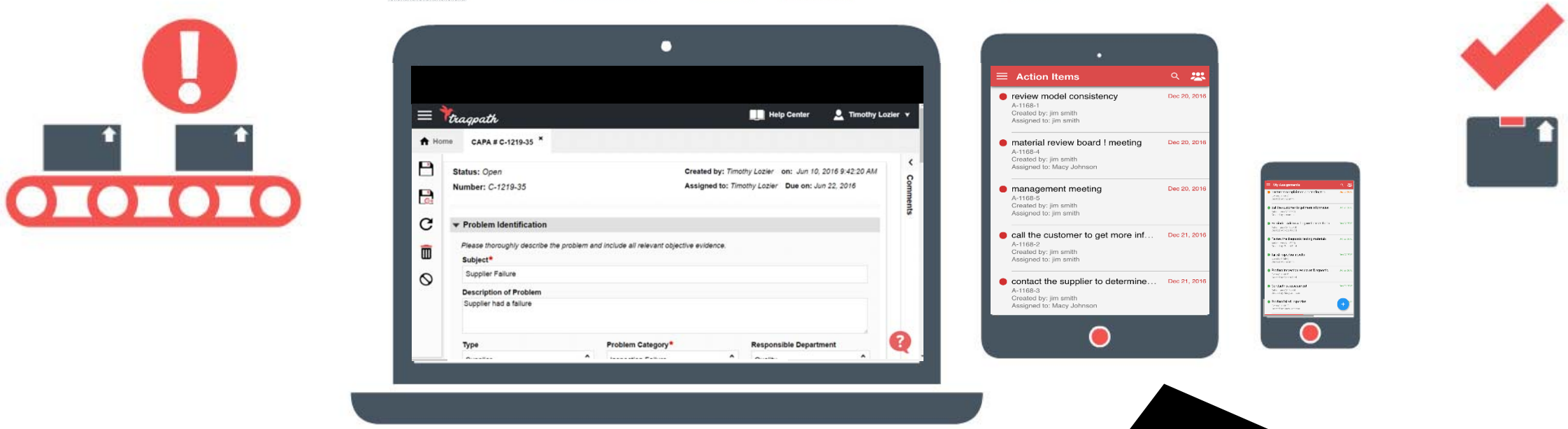


Challenge: The conversations around compliance are disparate!



Keep it Simple; keep it central!

A → B



One place to track EVERYTHING for Compliance!

Common, Central "Conversation of Compliance"

2. **Save Time by** getting **notified when quality issues arise**

(Keep it Top of Mind)

Challenge of the “Email Chain”

US Workers spend

6.3 hours a day

Checking and answering Email

2015 survey of 400 people

Taking communication out of your process causes gaps!

Notifications breaks the “Chain”

Using Email / Push notifications as a messenger keeps information in your QMS!

Notifications breaks the “Chain”

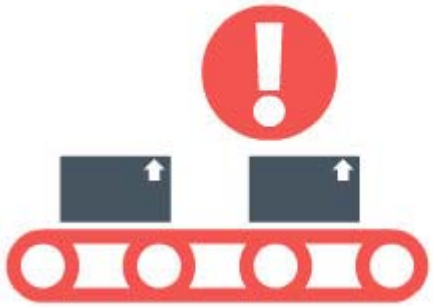
Notifications should act as a “Check” to initiate action

3. **Gain visibility into your QMS Data for improvement**

(Build a Culture of Continuous Improvement)

The Culture of Quality Relies on Continuous Improvement

A → **B**



We identify a Quality event
We respond to the event
We take action to improve

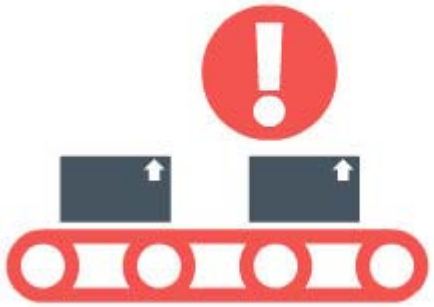
Challenge in Making Sense of the Data

A → B

?

Centralize and Report!

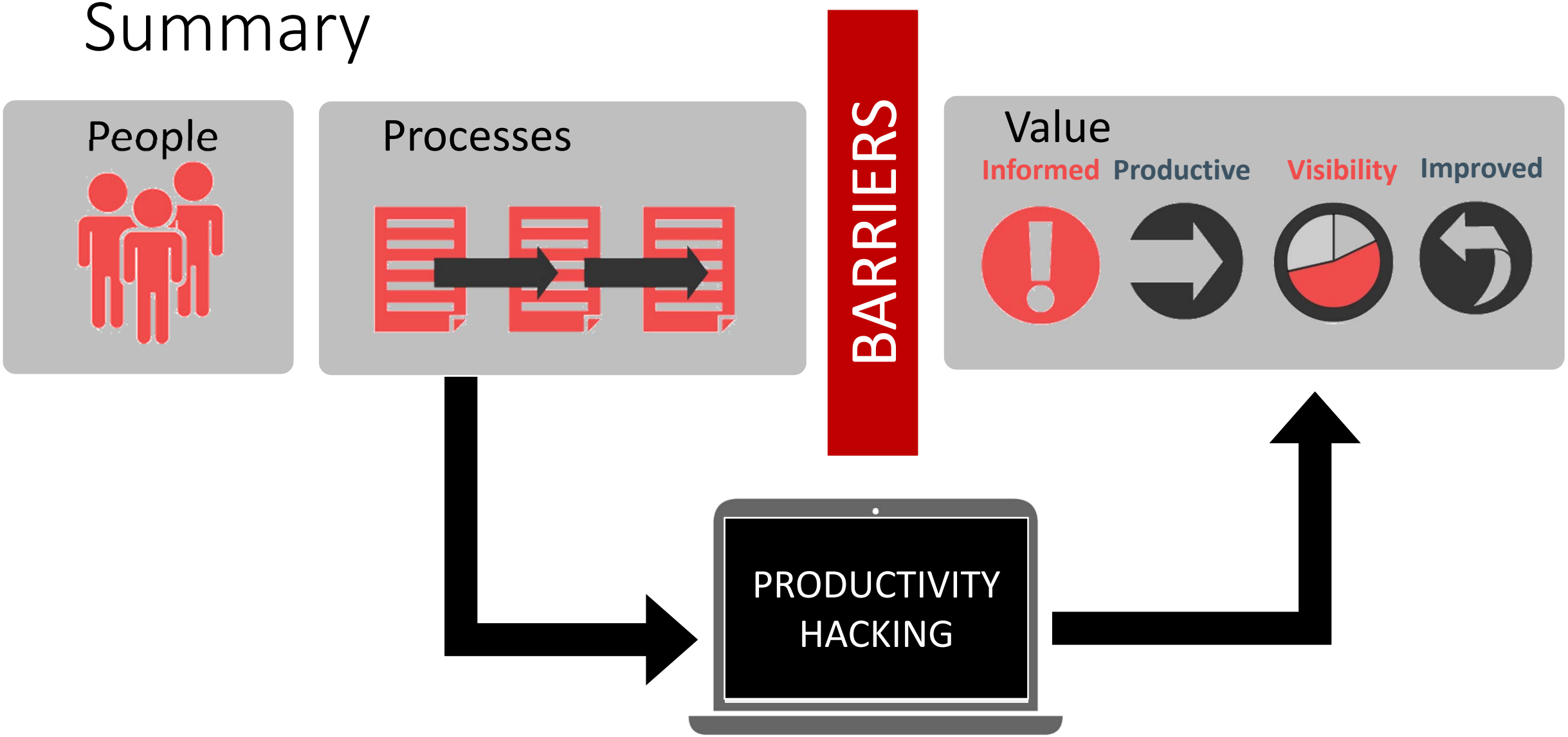
A → B



Centralize your data in the QMS, and organize it for better reporting

Culture of Continuous Improvement

Summary


People
Processes
BARRIERS
Value
Informed
Productive
Visibility
Improved
PRODUCTIVITY HACKING

Summary

- **Location:** Keep information centralized, common and simple (stay productive)
- **Communication:** Build a way to keep it "top of mind" and keep coming back to it (save time and effort)
- **Reporting:** Collect all the data and build relevant reports to the entire organization (gain visibility, reduce costs)
- **Enrollment:** Keep stakeholders in the loop, and foster a culture of Quality (adoption)

Thank You!

Questions?

Check out

www.traqpath.com

to see how you can build more productivity into Quality Management

See us next week at M&M WEST **Booth # 2147**