

Webinar on

The Cost of Quality: How to Determine Financial Loss Through Sigma Scores

Learning Objectives

- How to justify improvement projects*
- Improvement team selection*
- How to collect unbiased qualitative information*
- Introduction to Reliability Math*
- Determine Revenue Loss Per Process with Process Reliability Modeling*
- Identify Process Root Causes with Reality Charting*
- The Model for Improvement*
- Example of Results*



Webinar
presents a
method used
to identify,
reduce or
eliminate
transactional or
manufacturing
process issues.

PRESENTED BY:

*Dr. Michael Abitz received his
Doctorate in Management
from Colorado Technical
University and Master of
Science in Quality Assurance
from California State
University.*

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

Webinar Description

Cost Justification: What is Your Organization's Sigma Level

Sigma Level versus dollars lost as a percent of sales is explained. By understanding your processes sigma and addressing risk properly your organization will benefit considerably.

Improvement Team Selection

The success of quality improvement projects will come down to the quality of the team members working on the project. Responsibilities of Project Sponsor and team members are discussed.

How to Collect Process Information Without Bias (The Post-it Exercise)

Accurate collection of process information is critical for determining process reliability. Inaccurate collection and implications are discussed.



Introduction to Reliability Math

Introduction of reliability arithmetic is presented, how to apply reliability calculations to Sigma Levels and financial loss to the organization.

Determine Revenue Loss Per Process with Process Reliability Modeling (PRM)

PRM has its roots in reliability engineering; with PRM Webinar Participants will learn how to convert qualitative information into quantitative data and calculate process sigma and percent of financial loss to the organization.

Identify Process Root Causes with Reality Charting

Reality Charting is the world's leading event-based problem-solving process tool; webinar participants will learn the simple basics of using the software.



The Model for Improvement

The plan-Do-study-Act (PDSA) Cycles Should be every organization's preferred method for improvement of transactional or mechanical processes. PDSA is simple, easy to learn yet very powerful. Description of steps include:

- PLAN** Plan the test or observation, including a plan for collecting data
- DO** Try out the test on a small scale
- STUDY** Set aside time to analyze the data and study the results
- ACT** Refine the change, based on what was learned from the test

When PDSA is combined with The Three Basic Questions developed by Associates

In Process Improvement (API, Austin, TX) users will have a very powerful Scientific method for solving process problems.



The Three Basic Questions include:

- What are we trying to accomplish?
- How will we know change is an improvement?
- What changes can we make that will result in improvement? Question three is a thinking question and may need research (PDSA cycles) before meaningful changes can be made.

The Three Basic Questions encourage agreement among team members on the problem statement, metric, and changes before improvement efforts are started.

Webinar presents a method used to identify, reduce or eliminate transactional or manufacturing process issues. Participants will learn how to effectively collect information in every process and calculate the financial loss to the organization.

When areas causing loss are identified participants will learn how to determine root causes with Reality Charting and repair with The Model for Improvement.



Who Should Attend ?

Strategic Leaders

Quality Managers

Product Managers

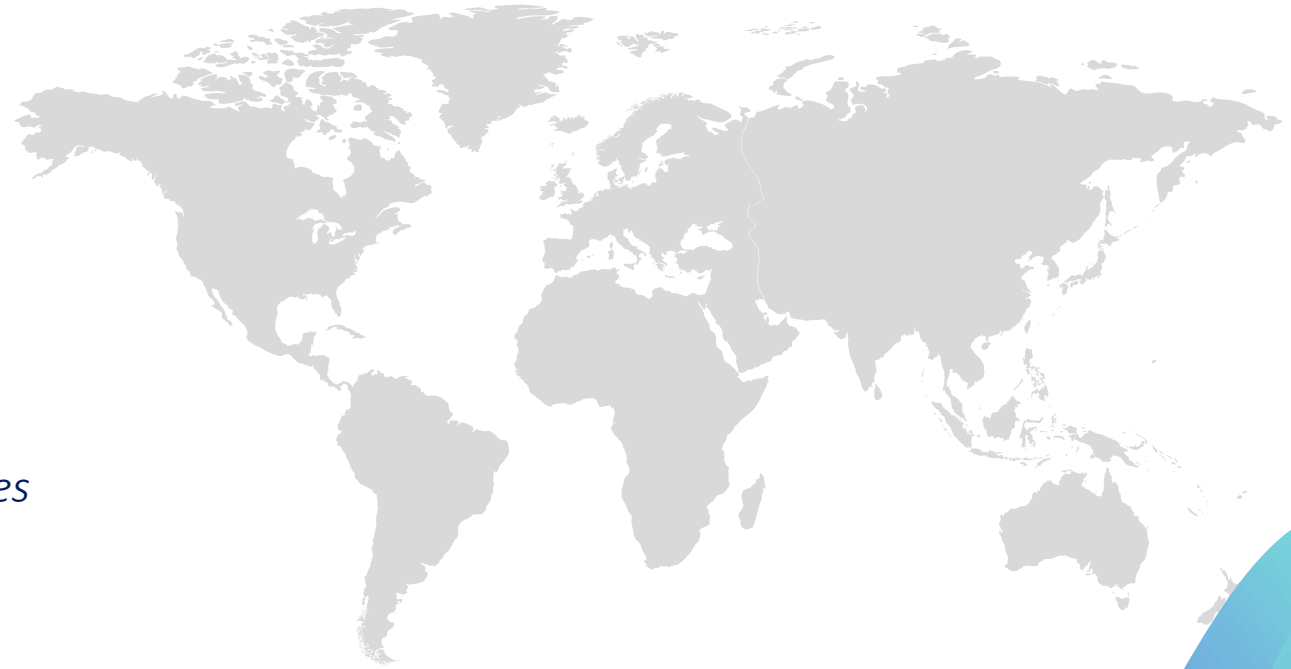
Manufacturing and R&D Managers

Quality Professionals/Consultants

ISO Coordinators/Management Representatives

Engineers and Supervisors

Laboratory quality professionals



Why Should Attend ?

Ineffective process management will result in significant loss to the organization's bottom line. The amount of loss depends upon your organization's Sigma Score, for example, a Sigma Score of 3 suggests a loss of 25% to 40% of sales (Sigma Scores vary from 2 to 6). A score of 6 suggests less than 1% of sales dollars are lost.

Traditional methods of Process Improvement demonstrate high failure rates: Business Process Reengineering (BPR) 50% to 85%, Total Quality Management (TQM) 75%, Six Sigma 50% to 90%, and Lean Six Sigma to 95%.

You can increase your odds of success significantly by combining effective information collection, identification of possible root causes, and effective improvement methods.



To register please visit:

www.grceducators.com
support@grceducators.com
740 870 0321