Quality Toolkit Training

Solutions in Operations

How do you design, manage, and improve your key products and work processes?

How do you ensure effective management of your operations?

- Does your organization struggle with responding to customer complaints?
- Are you looking to launch new products but need to establish structure to address risk?
- Do you have mountains of data, but have not analyzed the information for trends or pursued improvement?
- Do you trust the measurement system you have in place?
- Have your customers begun to request more information for new product submissions?

The Quality Toolkit offered by IMEC is a boot camp training regime for individuals within data capture roles such as quality assurance or customer service, as well as individuals on the development side in technical roles such as engineering. Emphasis is placed on creating tools for your individual tool belt.

If your organization is struggling with customer complaints then we offer Root Cause Analysis and Corrective Action systems that will provide you with an interactive instruction as well as examples to discuss.

If your organization struggles with launching new products that are missing the mark on risk management, then we offer Process Failure Mode Effects Analysis in either the design side of the project (DFMEA) or the processing side of the project (PFMEA).

If your organization struggles with data interpretation and drawing conclusions with data, then we offer Statistical Process Control (SPC) tailored to your audience whether it is front line quality inspection, or quality management supervision.

If your organization has discrepancies between measurement systems with the customer or internally, then it may be time to look into Measurement System (MSA).

or

Perhaps, the submission process for advanced product planning or the part approval process is not matching the product originally submitted. It may be time to review the submission systems and develop a more efficient product planning system.

The Core Tools and Problem Solving workshops typically include real-world case studies, or hands-on demonstration of the tools, to facilitate and understanding of the methods that are introduced and the value these tools can create.

IMEC'S QUALITY TOOLKIT TRAINING PROGRAMS INCLUDE:

- **Advanced Product Quality Planning (APQP) – 1-day** — Advanced Product Quality Planning (APQP) is a methodology of defining and establishing the steps necessary to assure that a proposed product or service satisfies the customer. By assigning a cross-functional team to follow a step-by-step approach to fully determine the customer needs and expectations, companies are able to plan and direct resources to carry out the project deliverables, promote early identification of required changes and, ultimately, provide a quality product or service at the lowest cost and with the least risk. This overview covers the steps involved in the APQP process and the tools used to support this process to provide a good foundation for implementation.

For more information, contact IMEC at 888-806-4632 or info@imec.org.

- **Design Failure Mode and Effects Analysis (FMEA) – 2-day/ Process Failure Mode and Effects Analysis (PFMEA) - 2 day** — Failure Mode and Effects Analysis (FMEA) is a structured technique to analyze a design or a process to determine shortcomings and opportunities for improvement. By assessing the severity of a potential failure, the likelihood that the failure will occur, and the chance of detecting the failure, potential issues can be prioritized for improvement. Many companies integrate the FMEA methodology into their Quality Management System to drive improvements in their processes and support the advanced product quality planning required by many OEMs.

- **Measurement Systems Analysis (MSA) – 1-day** — Measurement Systems Analysis (MSA) techniques are used for analyzing the variation within a measurement system, determining its suitability for use, and identifying ways to improve measurement systems. Once a measurement system is found to be acceptable, it is equally important to have a formal system to manage the measurement system to ensure that it continues to be reliable and dependable. Companies typically implement formal management of measurement systems as part of a Quality Management System to drive further improvements in their overall quality costs.

- **Statistical Process Control (SPC) – 2-day** — Process stability is one of the most important concepts of any quality improvement methodology. Stability involves achieving consistent and, ultimately, higher process yields through the application of additional controls and improvements. Statistical Process Control (SPC) is a methodology used to monitor, control and improve process performance over time, study variation in the process and evaluate ways to solve process variation problems as they arise for overall improvement of the process.

- **Production Part Approval Process (PPAP) – 2 day** — PPAP provides an opportunity to train management and employees on the development and use of the Production Part Approval Process (PPAP) to improve their overall manufacturing process performance. This training will serve to assist employees in recognition and fulfillment of customer requirements for new products. Sessions focus on how PPAP can be used as a basis for consistently meeting the requirements of both internal and external customers, discussions on the requirements for a viable production line and "run-at-rate" requirements, and integration of the overall PPAP process with other Quality Toolkit concepts, review of participant created PPAPs.

- **Problem Solving and Root Cause Analysis – 2-day** — Companies are continually striving to eliminate undesirable outcomes, chronic problems and customer complaints. The tendency in many companies is generally to treat the symptom rather than the underlying fundamental cause that is actually responsible for the errant situation. Dealing with the symptom, rather than the cause, typically means that, in time, the problem or complaint returns and must be dealt with once again. Using a structured problem-solving methodology to understand why errors and problems occur, allows a company to implement appropriate solutions to address the root cause(s) and, ultimately, prevent the problem from occurring again.

- **Coaching and Implementation Assistance** — IMEC's primary role with companies is in supporting internal champions, team facilitation, and on-site coaching to ensure full implementation of these tools. In addition, we can work with internal staff responsible for developing procedures or work instructions to integrate these concepts into their existing Quality Management System.