

Manufacturing best practices



Customer Sensitive Organization

Listen



The organization must be extremely sensitive to the present and future requirements of the customers. They must be able to anticipate the perceived and unperceived requirements of the customers.

Many a times the requirements of the customers are unarticulated - The success of any organization depends upon their ability to articulate those needs and manufacture them in order to satisfy the customers.

Philosophy of three joys



Every one believes in the philosophy of '**Three Joys**'. The product you manufacture must be:-

- Joy for people who produce them
- Joy for people who sell them and finally
- Joy for people who buy them

Plan for quality



Product quality must be planned and there should be no short cuts to quality. All problems must be taken as sources of improvement.

Reliability



Product reliability must be the topmost priority. Study all factors that can hamper uniformity between products and their **'long term stable performance'**. All safeguards must be taken at the product design stage itself rather than post design corrections - in other words robust design.

Preventive approach



Quality is achieved through prevention and not appraisal.

Zero defects



Quality standard must be zero defects and not acceptable levels. The products with defects should never reach the customer.

All pervasive quality



Quality must be made a company wide issue and must be an all pervasive influence on the way every aspect of business is conducted.

Just in Time



Goods and components must be moved to the **correct and useful place** only at a time when the movement needs to take place

Mistake proofing



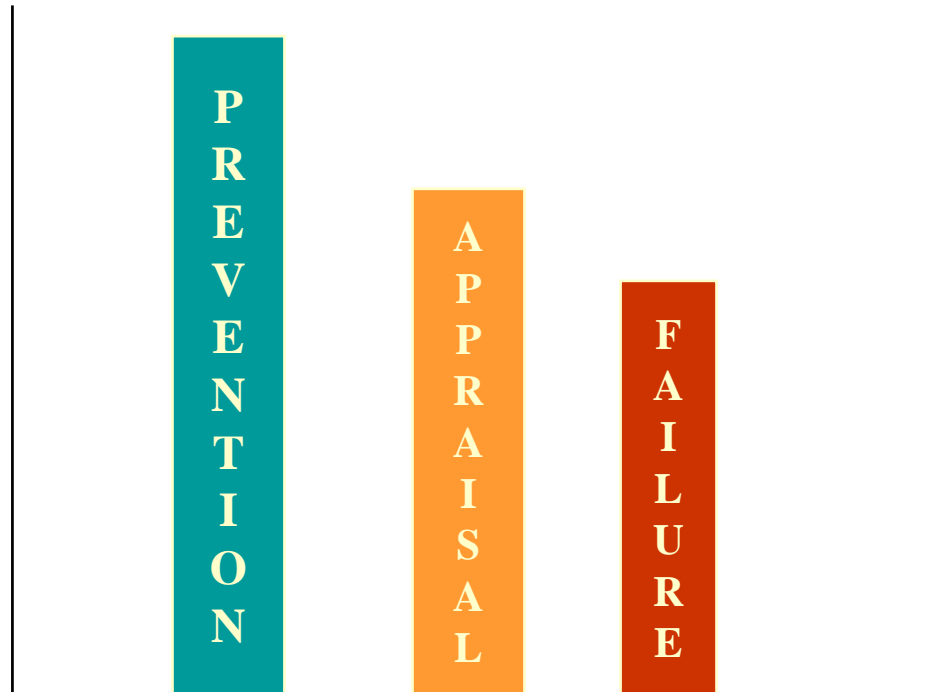
All sources of error must be eliminated in such a way so that it is impossible to perform the task in the wrong way.

Competitive Quality



What ultimately matters is not quality but how good you are compared to the others in terms of Cost, Quality and delivery. This requires organizations to constantly innovate and improve. The companies must regularly practice PDCA (Plan, Do, Check, Act) and QFD (Quality Function Deployment) to improve its signal to noise ratio and competitive quality.

Constantly Monitor Quality Costs



All efforts must be made to reduce waste and non-value adding activities. Right from the beginning the organizations must invest in preventive costs rather than spending money in appraisal, internal failure and external failure costs.

New Technology



The organizations must use the latest technology before the old ones become obsolete.

Cutting Buffers



Organizations must reduce inventory, raw material, work in progress, finished goods, set-up times, time to market and knowledge buffers. Organizations must also cut the authority buffers and empower the work force to develop the effective solutions.

Process Automation



The organizations must automate the process engineering process across the organizations. All the routine processes must also be automated