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

www.traqpath.com
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)?

- Under $20M: 30%
- $20 - $100M: 23%
- $100 - $500M: 24%
- $500M - $1B: 6%
- Over $1B: 17%

Manager Level: 52%
Engineering Level: 18%
Admin Level: 11%
Director Level: 9%
C Level: 5%
VP Level: 4%

N=157
What is the Quality Role look like?

- 37% I am responsible for multiple areas, including quality
- 34% I lead a quality department
- 25% I am part of a quality team
- 4% Quality is a part-time role in my company
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?

- 46% Large quality management operation managing multiple sites/locations
- 23% 1-2 person team with cross-functional roles
- 16% Small, cross-functional team
- 15% Quality department with more than 2 people
How are Quality Management Teams Structured?

- **46%**: Small, cross-functional team with more than 2 people
- **23%**: Large quality management operation managing multiple sites/locations
- **16%**: Quality department with more than 2 people

*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?

- **We only invest in quality when there is a serious issue**: 5% 19% 40% 36%
- **We continually increase our investment in resources and technology to help automate quality management**: 17% 48% 27% 7%
- **We are beginning to increase our investments on quality personnel/resources/training annually**: 15% 57% 22% 7%
- **We only do the minimal acceptable level to stay in compliance**: 7% 12% 42% 40%
How are they investing in Quality Management?

- We only invest in quality when there is a serious issue: 5% 19% 40% 36%
- We continually increase our investment in resources and technology to help automate quality management: 65%
- We are beginning to increase our investments on quality personnel/resources/training annually: 72%
- We only do the minimal acceptable level to stay in compliance: 9% 12% 42% 40%
What is the primary driver for quality management in your organization?

- Registration to ISO and similar international standards: 27%
- Meeting customer and product regulatory requirements: 41%
- Product and process improvement driven by quality (e.g. reduce risks and variations): 22%
- Strategic directives for operational efficiency (e.g. reduce costs and product defects): 10%
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.

www.traqpath.com
Voice of the Market on Goals and Drivers

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

“We are continually looking to improve employee knowledge in Quality.”

Supports the mindset shift!
What are the biggest challenges facing your organization related to quality and compliance?

- Lost productivity due to quality issues: 46%
- Overall cost of quality: 43%
- Regulatory compliance: 38%
- Lack of visibility into quality processes: 38%
- Supply-chain quality: 37%
- Customer complaints: 33%
- Executive management directive: 23%
- Competitive pressure: 20%
- Other: 5%
What processes are most critical to maintaining quality and compliance?

Corrective Action Tracking: 72%
Employee Training: 42%
Action Items and Action Plans: 38%
Document Control: 31%
Audit Management: 30%
Nonconformance Reporting: 28%
Supplier Corrective Action: 21%
Incident Management: 20%
Complaint Management: 20%

Something else to think about:
COMPLIANCE OBLIGATIONS
What business value do you expect from automating the management of quality and compliance events?

- Time Savings: 70%
- Productivity increases: 53%
- Reduction in overall costs: 52%
- Greater visibility into data for improvement: 52%
- Streamlining of compliance processes: 48%
- Greater accountability: 42%
- Greater visibility into supply-chain compliance: 28%
- Other: 5%
What are the biggest obstacles to using automated software tools for managing quality, and compliance events?

- **Budget**: 72%
- **Complexity of implementation**: 61%
- **Internal user adoption**: 51%
- **Management approval**: 41%
- **Data entry**: 38%
- **Security**: 18%
- **Other**: 10%
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?

**CHALLENGES:**
- Lost Productivity
- Cost of Quality
- Staying Compliant
- Visibility into the Process

**MOST CRITICAL PROCESSES:**
- Corrective Action Tracking

**VALUE EXPECTED:**
- Save time
- Increase productivity
- Reduce Costs
- Gain better visibility

**BARRIERS:**
- Budget Constraints
- Complexity of Implementing
- User Adoption

Productivity Hacking
“HACKS” are everywhere!

Quick and easy iPhone speaker

USE PAPER CLIPS

TO FIND THE END OF A TAPE ROLL EASILY

TAKE AN OLD CD SPINDLE AND TURN IT INTO A BAGEL TOTE

CLEAR NAIL Polish

will keep a button from unraveling

USE A [CLEAN] DUSTPAN TO FILL A CONTAINER THAT DOESN’T FIT IN THE SINK
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?

We consume about 34GB of information a day
Challenge: The conversations around compliance are disparate!
Keep it Simple; keep it central!

One place to track EVERYTHING for Compliance!

www.traqpath.com
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!

www.traqpath.com
Notifications breaks the “Chain”

Think of your reminders in a car...

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
Centralize and Report!

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

www.traqpath.com
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 Booth # 2147