



Keys to Creating a Culture of Quality

For customers, quality metrics are key to selecting a long term outsourced manufacturing partner. To ensure quality goals are consistently met, organizations require a culture of quality. When a company is transparent, empowers their employees, and tracks their metrics, then the right foundation is in place to establish a culture of quality.

Transparency

All companies form goals but not all of them express these goals throughout the company. Everyone in the company needs to know and understand what the goals are for the coming year and how they individually contribute to attaining those goals. Without full transparency, employees do not have a clear guide to use while working on their daily tasks. Knowing how your hard work directly affects the company can have a huge impact on employee productivity.

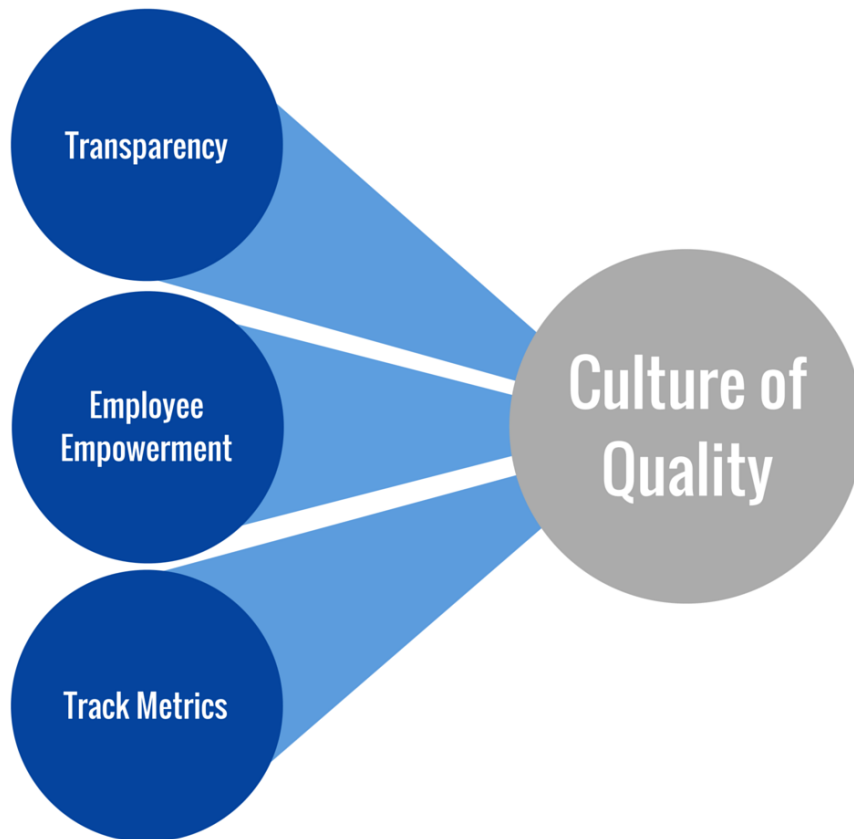
Simply telling the production team to achieve 100% On Time Delivery is not effective. Management or Team Leaders need to explain metrics and goals so that everyone on the team understands their part in making sure key performance indicators are met.

The second part of transparency is to have a data collection system in place that everyone can use to track their progress. For example, the quality engineer should have the ability to check how many products went through testing and the results for each product. Workers should be able to pull reports that show the current status and history of the order. Having a robust system in place will ensure that everyone in the company knows the progress of their work.

Employee ownership and empowerment

Employees feel greater ownership and empowerment when they know how their efforts affect the company as a whole. They need to know that their time and effort is making a difference and that customers notice their hard work. This will lead to employees taking greater pride in the quality of their work. They will make sure to meet all set standards before passing the product on to the next stage of the process.

For example, every employee on the production floor should be able to tell you what they are working on, how it incorporates into the final product, and what customer it is for. Without this knowledge, the employee will not see the big picture and might not take the extra time or effort to get their job done properly.



Track metrics

At regular ongoing intervals management needs to track and assess their quality metrics. Without assessing your performance, your company can never reach its potential. In order to make the right conclusions, the data collected throughout the manufacturing process must be timely and accurate.

If you have reached your goal make sure to applaud the people who worked hard to make it happen. One way of doing this is by providing employees with a reward program. When giving rewards of any type to employees always make sure that it is equitably dispersed and significant enough to entice and motivate employees to exceed expectations.

Continual improvement is something that every company should strive for. Therefore, reassess your goals to ensure that your company is always improving. If you have a culture of quality, customers will easily recognize the difference between you and your competitors. It will set you apart and create a competitive advantage for your company.



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