

Fig 8-1 Path to Excellence – QA/QC

	Innocence	Awareness	Understanding	Competence	Excellence
Customer Service Level:					
- On Time Release	< 80%	> 80%	> 90%	>95%	> 99%
Thruput Time: (TPT)					
- From receipt to QA release	> 13 days	< 13 days	< 9 days	< 5 days	< 2 days
Productivity: (TPR)					
- Batches released per wk as % of customer demand rate	< 70%	> 70%	> 80%	> 90%	> 95%
- Batches released per wk per FTE					
- FP Lab	< 2	> 2	> 3	> 4	> 5
- RM Lab	< 4	> 4	> 6	> 8	> 10
- Micro Lab	< 8	> 8	> 12	> 16	> 20
- Packaging Lab	< 20	> 20	> 30	> 40	> 50
Right First Time: (RFT)					
- on Testing	< 85%	> 85%	> 90%	> 95%	> 99%
- on Documentation	< 85%	> 85%	> 90%	> 95%	> 99%
Planning:					
- Visual standards in place (for % of routine testing)	< 40%	> 40%	> 60%	> 80%	> 90%

Fig 8-2 Path to Excellence – QA/QC – Current Performance

	Innocence	Awareness	Understanding	Competence	Excellence
Customer Service Level:					
- On Time Release	< 80%	> 80%	> 90%	>95%	> 99%
Thruput Time: (TPT)					
- From receipt to QA release	> 13 days	< 13 days	< 9 days	< 5 days	< 2 days
Productivity: (TPR)					
- Batches released per wk as % of customer demand rate	< 70%	> 70%	> 80%	> 90%	> 95%
- Batches released per wk per FTE					
- FP Lab	< 2	> 2	> 3	> 4	> 5
- RM Lab	< 4	> 4	> 6	> 8	> 10
- Micro Lab	< 8	> 8	> 12	> 16	> 20
- Packaging Lab	< 20	> 20	> 30	> 40	> 50
Right First Time: (RFT)					
- on Testing	< 85%	> 85%	> 90%	> 95%	> 99%
- on Documentation	< 85%	> 85%	> 90%	> 95%	> 99%
Planning:					
- Visual standards in place (for % of routine testing)	< 40%	> 40%	> 60%	> 80%	> 90%

Fig 8-5 Planning Whiteboard – QA/QC

		AB	CD	EF	GH	IJ	KL	MN
MON	P							
	A							
TUE	P							
	A							
WED	P							
	A							
THU	P							
	A							
FRI	P							
	A							
SAT	P							
	A							

Fig 8-6 Waste Board – QA/QC

	Transport	Inventory	Motion	Waiting	Over-Test	Duplication	Defects
Prep & Set-up							
Testing							
Results & Reports							

Fig 8-12 Staff Flexibility – Rating Method


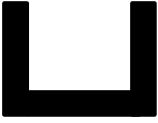
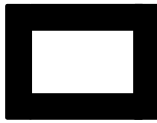









	Operation A	Operation B	Operation C	
Operator 1				KEY  Highly experienced. Can train others  Fully experienced  Some experience. Needs supervision  Little experience. Really just trained
Operator 2				
Operator 3				
Operator 4				

Fig 8-13 Milestone 5. QA/QC – Briefing Document

SCOPE: To have QA/QC fully synchronised with production for ACD

KEY CHANGE ISSUES:

- Release product in < 2 days
- Introduce 'Elite' KPIs
- Integrate QC schedule with production – FIFO
- Active planning using whiteboards – daily meeting
- Improve lab productivity

CRITERIA FOR SUCCESS:

- ACD consistently released in < 2 days for two weeks
- QCE in FP lab for ACD > 80% for two weeks

Fig 8-14 Milestone 5. QA/QC – Activity Plan

