

## DOE does Delicious Designs

**CLIENT'S SITUATION:** Fanshawe College had seventeen students from widely varied backgrounds with ages ranging from 20 to 52 years old. Their education varied from some high school to recent technology graduates. Fanshawe needed someone to develop and present a course on Design of Experiments (DOE) and Reliability to complete the students' training as Quality Practicioners. The students will eventually use DOE and Reliability to help their future employers optimize manufacturing processes and better understand why and how a process works.

**PQA'S TASK:** On short notice, PQA had to develop and customize a training course that would give the students hands-on experience.

**PQA'S ACTION:** PQA developed and presented a course that showed the how and why of DOE and Reliability. In order to choose the most important DOE factors, the students designed & conducted a market survey. Students got a real taste of DOE when they designed an experiment that would optimize the power and time factors for cooking an egg in a microwave oven.

### CLIENT'S RESULTS:

Fanshawe College met its commitment to provide specific skills in DOE and Reliability while the students developed self-confidence by succeeding in a challenging topic. By working together, the students developed their problem solving and teamwork skills.



Mr. Stew Boyd, Fanshawe student in the Quality Assurance Practicioner course, conducting DOE egg cooking experiment with microwave oven.

### Quotable Quotes

"The Japanese are methodical, don't make mistakes, don't hurry, don't have accidents, and don't take short-cuts"

*An American working for a Japanese company.*

**FOUND:** Methods to improve profitability & lower employee frustration. If you lost yours, call PQA at (800)-837-7046.

## ISO/QS-9000:

### Planning for People and Processes

**The first steps in ISO/QS-9000 involve people development.**

*Develop a Just-in-Time education plan.*

Give people the needed skills in process mapping, procedure writing, measurement, and auditing.

*Establish a communication system based on the "Team Briefing" concept.* Ensure information from the leadership team flows out across the company, and feedback from within the company flows back to the leadership team.

*Recognize that you are asking people to change their behaviour.* You must endorse new behaviours such as: designing and following new procedures, keeping objective evidence, and working as teams.

**Investment in People Development brings rewards in more effective process management.**

## Upcoming Seminars

Process Quality Associates is pleased to announce a series of 1 and 2-day seminars in Southwestern Ontario to help companies improve quality, productivity, profitability, and customer satisfaction. These seminars are designed to be enjoyable and cost effective. Seminars available are:

- ◆ Problem Solving and Trouble Shooting
- ◆ Compete to Win (Why should I buy from you?)
- ◆ Introduction to ISO/QS-9000
- ◆ Writing and Reviewing Procedures
- ◆ Internal Auditor Training for ISO/QS-9000
- ◆ Reliability and Maintainability for TE/QS-9000
- ◆ Statistical Process Control
- ◆ Dr. Deming's 14 Points for Management

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