

QCD Systems Inc

An Introduction To the process

The first step

What is the main reason for establishing a business? Of course it is to make money, i.e. a profit, a return on your investment. There are many other reasons as well, but to make money is the number one. After setting up the business the next step is to ensure that the business, be it a service or a manufacturing enterprise, is actually getting the return on that investment that you planned.

You know you cannot do this alone. Therefore you ask a number of other people to assist you in this task using their varied expertise to ensure your goals are met. I am not going to labor this any more but I started in this way to make sure that what I am about to propose is understood correctly.

I am focusing on the performance of the people in your business. They are your greatest resource, your greatest benefit but they can also be your most serious liability. It all depends on their performance against the laid out goals or key performance indicators. Of course you will institute procedures and protocols and ensure that there is communication between the departments. However, and this is a very big however – how do you do that? How do you control it?

The Business Plan

Controlling the process is the key to your success. Many efforts are expended to ensure this control. Many are successful but there are even more than are not.

The root cause of the failure is that within the company there is no built in structure to ensure control. It is often piecemeal, dependent on the attention of a department leader and in many other cases it is simply an out of control effort.

What if you could use a very simple but powerful tool to assist you in maintaining this control? This is where the QCDSM process comes into its own.

Control is a difficult exercise and needs to be explained further. My definition of control is the ability to ensure that the goals set for the company combined with the protocols and procedures that are put in place to achieve those goals are, in fact, obtained. **Management of the goals, therefore, is the secret to this success.**

THE QCDSM SYSTEM

QCDSM is the process to assist you in achieving those goals.

QCDSM will assist you in achieving the following: the direct involvement of the people doing the work in their specific areas with their ability to measure their performance on a daily or weekly basis and to become involved in problem solving, managing their areas and to be the main authors of their procedures.

The QCDSM System is built around the simple concept of involving the people of an area who do the work in the day to day management of their area, not only by just working in the area but by actually taking control of their area.



QCDSM does this by establishing a structure within the company known as the Green Room Meeting process. This is much more than another meeting protocol. The Green Room is designed to be the data center for the group. They meet in this center either daily at the beginning of each shift, weekly in service areas and management areas, for the sole purpose of examining how well they did during the period since their last meeting. By establishing a series of data charts set up in accordance with their goals they examine what is going right and what is going wrong. They are able to develop trends, look at intermittent occurrences and use their expertise to contribute to the solutions.

Whatever cannot be resolved within their areas is passed up to what is termed the Second Level meeting and then on up the line to the lead team meeting. This up/down communication process is the key to keeping control. Everything that is needed to be known before a shift or workday begins is revealed in these meetings. Action steps, suggestions etc. are all recorded so that after the meeting or however a company decides to deal with this information, these become the TO DO list for the company that day. Whatever caused problems the day before needs to be addressed today.

It is an Holistic process

Once established and working, these meetings enable the people to control all the activity that occurs within their area or their department. Databases are set up to record incidents and occurrences including the ideas and suggestions of the people. This results in a complete process for managing the day-to-day business of the company.

The Implementation Process

So often companies hesitate to begin the process of empowerment because the task seems too big for them to tackle.

QCDSM is a simple, step-by-step process whereby, according to the wishes of the company concerned, the key players are trained to begin the process of visual management within groups or teams and then to transfer the methods of empowerment to those who will be the leaders.

This step-by-step process is clearly laid out and trained by us using the organizational structure already in place in the company. These areas will then begin the process of transferring this expertise to their own situations.

Our web site: www.qcdsm.com

contains a great deal of this information with explanations of how this works.

However we will be privileged to visit with you, at our expense, to further explain the process, its implementation and to answer the questions you may have.

The web site will also explain the 3 key elements of this enhanced way of doing business: The Detailed Process Sheet [DPS] which drives the process, the Green Room Meeting which focuses attention on the results and the Try Z Seminar which allows key persons to experience the process first hand.

The successes we have enjoyed can be noted on the web site when you see the list of satisfied Customers that is displayed.

We invite you to order our manual/book entitled 'The Next Step' which is advertised on the web site.

We look forward to your call or e-mail.

