

Thought for the Week

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Cost of Poor Quality

Cost of Poor Quality ??????

- Human Safety Impact : 16 Deaths and 180 Injuries
- Financial Impact : Approx \$15 Billion liabilities. Still counting
- Employees affected – 60,000 in 23 Countries
- Customers Impact : Toyota, Honda and Many more OEMs
- Overall Impact : Filed Bankruptcy.

Airbag Recalls, Lawsuits Lead Takata to File for Bankruptcy

Filings clear the way for a \$1.6-billion takeover of Takata's assets by Key Safety Systems

RULES OF QUALITY

- 1) Don't receive, Produce and Pass Defects.
- 2) Create a fearless Culture for quality
- 3) Authorize the process owners to stop process to correct quality problems
- 4) Leadership's commitment to quality – Lead by Example
- 5) Involvement of all employees
- 6) Process Approach and System Approach – Respect your QMS
- 7) Factual Approach to Decision Making
- 8) Mutually beneficial supplier relationships
- 9) Proactive and Continuous improvement approach to quality
- 10) Don't compromise on quality to save cost/time

Behind every Disaster, There is at least one Quality Rule Broken



“Respect Quality. Don't take Shortcuts”