

Who Understands PDCA?

To be conscious that you are ignorant is a great step to knowledge.

Benjamin Disraeli (1804 - 1881)

I have been involved in Quality Assurance since 1979 when I met Dr. Deming at a conference. I was impressed by him. Soon after, I discovered PDCA.

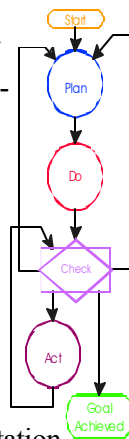
PDCA was a simple, but powerful concept. The best ones usually are. When I first read about PDCA, I thought I fully understood it. I thought I practised PDCA in my job and career. End of story. Or was it?

Decades later, I pontificated PDCA to the next generation of learners. They grasped the concept as rapidly as I had decades earlier. A wise, worldly group of students! I smiled. A wise instructor I am. I asked the students to confirm their understanding by applying PDCA to a simple problem. The standard deviation in application was beyond astronomical measurement units.

A wise instructor needed to identify the sources of variation, assumptions, lack of clarity, and standardize so that all could apply PDCA equally well. PDCA needed an interpretation & application procedure. PDCA had greater depth & complexity than I had previously realized. I was challenged anew by PDCA.

I completed the PDCA aid. The students helped refine and polish the interpretation & application. The temper of steel is improved by working the metal over & over again. So too, with the interpretation & implementation methods for PDCA.

If you're interested in a copy of PQA's White Paper on PDCA, call, fax or e-mail PQA's offices. We'll send you a free copy for your added enlightenment, enjoyment, and profit enhancement.

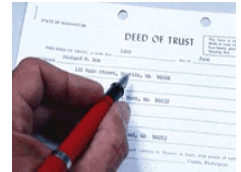


Are You Registered to ISO 9001,2,3:1994 or QS 9000:1996?

If you are, your registration is no longer valid. The registration for these Quality Management Standards has expired. You now need to upgrade your registration to ISO 9001:2000 or ISO/TS 16949:2002.

Companies that have missed the transition to the Y2K version, can no longer make the statements about being registered, include registrar or accreditation body logos on their literature or sign off on supplier surveys as a ISO 9000-registered businesses.

Letting your QMS expire will result in failure to fulfill customer requirements and could result in a loss of quality expectations and motivation among your employees.



If you want more information on ISO 9001:2000 or ISO/TS 16949:2002, how to upgrade your current system, or implement a new one, please call Don at 800-837-7046

Workshops Coming Up In Your Area

Windsor

- Internal Auditor Training - July 20th & 21st, 2004

London

- Six Sigma - July 20th, 2004
- Theory of Constraints - July 29th, 2004

Mississauga

- CCPM - August 3rd, 2004
- Statistical Techniques I - August 5th, 2004
- FMEA - August 10th, 2004
- APQP - August 11th, 2004
- PPAP - August 12th, 2004
- Internal Auditor Training - August 25th & 26th, 2004

Quotable Quote:

"Management is doing things right; leadership is doing the right things."

~Peter Drucker