



PROCESS QUALITY ASSOCIATES INC.

"We Engineer the Quality of Your Success"

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MANAGEMENT BUY-IN

CLIENT's SITUATION

PQA's client, a successful, well-managed manufacturing company, was justly proud of their modern manufacturing systems and customer focus. A major customer insisted upon something new; Statistical Process Control. Before proceeding to SPC implementation, the client needed to develop an understanding and commitment to quality.

PQA's TASK

Develop a quality principles training program for the management group. It became clear during this training that the management group had different ideas about their company's direction. PQA's task now became to help management develop a common quality mission.

PQA's ACTION

PQA delivered a customized six-week training course to the President and Vice Presidents. For the second session, the President invited the Regional Managers to attend also. By the third session, we had the Executives, the Regional Managers and the Department Managers in attendance. The training course was delivered to the management personnel to satisfy the client's initial need and then facilitated a management workshop to develop a Mission Statement. PQA enticed Senior Management to attend Quality Forum V, where they heard from presidents of other companies the advancements that were possible with the full commitment of top management.

CLIENT's RESULTS

Management made the commitment to quality. They are now pulling at the same speed, and in the same direction. Management is more intimately involved in day-to-day operations. Customers feel that the client has made significant improvements in quality and delivery. Competitors have been forced to start a Quality Revolution of their own.