



# PROCESS QUALITY ASSOCIATES INC.

*"We Engineer the Quality of Your Success"*

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## RE-ORGANIZATION

### CLIENT's SITUATION

A \$100 million a year manufacturer needed to respond more quickly and effectively to internal and external demands. The workforce felt under stress and were making repetitive mistakes. Measurements in use were ineffective. Personalities were getting in the way of teamwork. The root cause of these problems was unknown.

### PQA's TASK

Collect data, interview employees, and audit systems to identify the root cause of problems and the appropriate responses that management could use.

### PQA's ACTION

Mission statement, strategic plan, and measurement systems were reviewed and in-depth interviews of the staff were conducted. Historical culture of company was compared with present management direction. A new organizational structure was suggested, goals for programs were developed with employees, and a new measurement system for departmental results was installed.

### CLIENT's RESULTS

Cultural issue is now better understood by management. Workers are happier in the new organization. New measurements have aligned the monthly measurements with the company's Mission statement and Strategic Plan. Teamwork has improved.

