



Quality Control in Mail Center Operations

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Greater Baltimore Postal Customer Council

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Overview

- What is Quality Control
- Why implement Quality Control
- Quality Control Team
- Establishing a Quality Control Program
- Quality Control and Quality Assurance
- Quality Control Tools
- Measuring Success
- TQM, Six Sigma and ISO 9000
- Roadblocks and Barriers
- Innovation and Quality Control

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Quality Control: What is it?

- Process to review production
- Review includes:
 - Controls
 - Job Management
 - Performance
 - Integrity
 - Records

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Why Quality is Important

- “Good enough” isn’t good enough
- Meet customers’ expectations
- Help employees improve performance

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Goals of Quality Control

- Ensure products or services meet standards
- Requirements are reviewed for:
 - Dependability
 - Acceptability
 - Fiscal responsibility

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Goals of Quality Control Team

- Identify products or services that don't meet standards
- Additional responsibilities:
 - Halt production
 - Notify management
 - Notify customer

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Quality Control Team Members

- Choose from multiple levels
(e.g., line, management)
- Choose from multiple disciplines
(e.g., operations, customer service)
- Have desire and aptitude for improvement

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Quality Control Program Parameters

- Can't test everything
- Identify key standards
 - Past errors
 - Customer complaints
 - Automated tests

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Correcting Errors

- **NOT** the responsibility of the QC team!
- Different levels to be corrected:
 - Immediate error – Operator
 - Training error – Supervisor
 - Systematic error - Management

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Establishing a Quality Control Program

- Document the existing process
- Identify specific objectives of the program
- Establish policies and procedures
- Map out and validate the QC process

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Quality Control and Quality Assurance

- Quality Control – identify and detect errors
- Quality Assurance – evaluate and improve process
- Important that management team understands the difference

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Quality Control Tools

- Standard Operating Procedures (SOPs)
- Process maps
- Checklists
- Quality Control and Change Control documentation
- Reporting system

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Documenting Quality Control Results

- Measurements:
 - Number and percentage of errors
 - Operator productivity
 - Costs
- Periodic Reviews

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Quality Control – What's Acceptable

- 100% - Must be the goal
- Weigh goals, costs and results
- Risk and probability of "worst case"

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Quality Control and Testing

- Establish standards and specifications
- Develop test cases of probable errors
- Test production process
- Test quality control process and results

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TQM, Six Sigma and ISO 9000

- Total Quality Management – TQM. Management philosophy on continuous improvement.
- Six Sigma – TQM, with additional emphasis on project management.
- ISO 9000 – standards and guidelines for quality systems as set by International Organization for Standardization

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Six Sigma, Projects and DMAIC

- **D**efine – Your project
- **M**easure – Your current process
- **A**nalyze – Gather data for determining causes
- **I**mprove – Address and eliminate root causes
- **C**ontrol – Develop ongoing monitoring program

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Implementing Quality Control

- Plan
- Execute
- Evaluate
- Measure and Monitor
- Adjust

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Quality Control: Only for Production?

- Quality Control works anytime
 - that there is a process
 - that there is a measurable result
 - that there is opportunity for error

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Quality Control Roadblocks

- "Error-free isn't possible, so why try?"
- "Quality Control costs too much."
- "Quality Controls slows down production."
- "Nobody really cares."

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Overcoming Roadblocks

- Explain competitive environment.
- Demonstrate true costs of errors.
- Measure "re-work" times.
- Share feedback from customers.

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Quality Control & Innovation

- Quality Control is based on consistent output through consistent practices
- Innovation is based on improving output by changing practices
- Both are critical to long-term success

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Quality Control & Innovation

- Promote innovative ideas at all levels
- Control changes through testing outside production
- Document changes and train all employees
- Celebrate successes!

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Questions?

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