QUALITY CONTROL

1966 OBJECTIVES, GOALS AND ACTIONS

A. Action

Write and issue Quality Control Charter by March 31.

1. Objective

Broaden availability of statistics consultants/instructors.

Action

Arrange to obtain Hunter, Harrington or Daniel in addition to Box as needed and requested.

2. Objective

Effective quality control procedures in use in other divisions, companies and educational institutions are understood and used.

Action

Exchange quality control technology with three other divisions, three customers and one supplier.

3. Objective

To be able to effectively determine our competitive position on our major products on a continuing basis.

Goal

a. Survey our competitive quality for two product groups. Prepare a summary report for each group by June 15 and December 15.

b. Analyze 15 products where needed to identify quality problems.

Action

a. Continue written competitive product examination procedure with summary report to be written quarterly.

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b. Exchange information monthly with Marketing representatives to avoid sudden and unexpected quality improvement by competitors without our advanced knowledge. Report quarterly on samples evaluated and improved quality by competitors to plants.

4. Objective

Reinstitute with Marketing review of Call Reports for quality soft spots by March 1.

Action

Summarize in monthly report to TSD Superintendents and Chief Chemists by 15th of each month.

5. Objective

Set up and execute quality audit procedure if meaningful by September 1.

Action

Preliminary evaluation to go-no-go by May 1.

6. Objective

The Right-First-Time Index is 93.0 or higher.

Action

a. Manager of Quality Control to summarize results by the 15th of each month. The RFT index report to highlight benefits of the index.

b. Evaluate improvements to quality evaluation methods for division-wide use. Report by July 1, 1966.

7. Objective

Technical comparisons between domestic and foreign operations are maintained.

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Goal

a. Compare operating results on common products and identify problem areas.

b. Develop written improvement plans to maximize over-all results.

c. Establish system and compare five common products to determine feasibility of world-wide interchangeability. A quarterly status report to be issued by Manager of Quality Control.

8. Objective

Assist with handling of complaints where needed.

Action

a. Assist Marketing Department in the registration as formal complaints, all cases of customer dissatisfaction with product quality by talk at general marketing meeting and by visits to (at least three) field sales offices.

b. Integrate processing of International Division complaints on domestically produced Organic Division products in existing system if appropriate.

9. Objective

Current knowledge exists concerning activities of FDA, ASTM, ASQC and others that may affect specifications or methods.

Action

Revise division list of products inspectable by the FDA and distribute to plants and Marketing Department by March 30.

10. Objective

Promote a favorable company quality image in cooperation with the marketing and advertising departments.

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Action

Present EVOP Workshop to at least three customers at the request of the Marketing Department.

H. O. Hehner

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