

QUALITY

Kvalitetstyring i praksis – fra teori til suksess

Sidsel W. Storaas

12. september 2023

A woman with short dark hair, wearing a bright red blazer over a white top, is shown from the waist up. She is smiling and looking towards the right. Her right hand is resting on her chest, and her left hand is held out palm-up in a gesturing motion. The background consists of a large window with a view of a modern building. A green plant is visible on the left side of the frame.

Sidsel W. Storaas

Kultur og struktur
så folk og team blir suverene

QUALITY

$$\text{Kvalitet} = \frac{\text{Leveranse}}{\text{Forventning}}$$

$$K = \frac{L}{F} = (1)^{365} = 1$$

→ $(1,01)^{365} = 37,8$

→ $(0,99)^{365} = 0,0255$

Trippelrollen

Kvalitet i leveranse

En kunde av leverandørene dine

God kommunikasjon

En prosessor som jobber

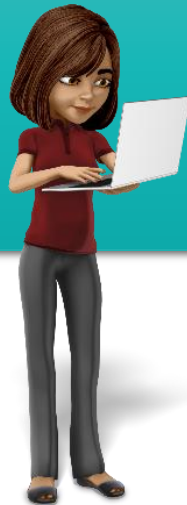
Klart og tydelig
Ryddig
Oversiktlig
Forutsigbart

En leverandør til dine kunder

God bestilling!

Tydelig og avklart forventning

Klare krav!



Fremragende leveranser – hva skal til?

Hvordan skaper vi verdi?

$$\text{Verdi} \propto \frac{\text{Behov}}{\text{Ressurser}}$$

Hva kreves av dere? Hva forventes?

Hva forteller visjonen og formålet?

Hva sier kundelovnadene?

Hvem bestiller?

Hvem «nyter godt av» deres leveranser?

Hvem påvirkes av deres leveranser?

Hvem bruker deres leveranser?

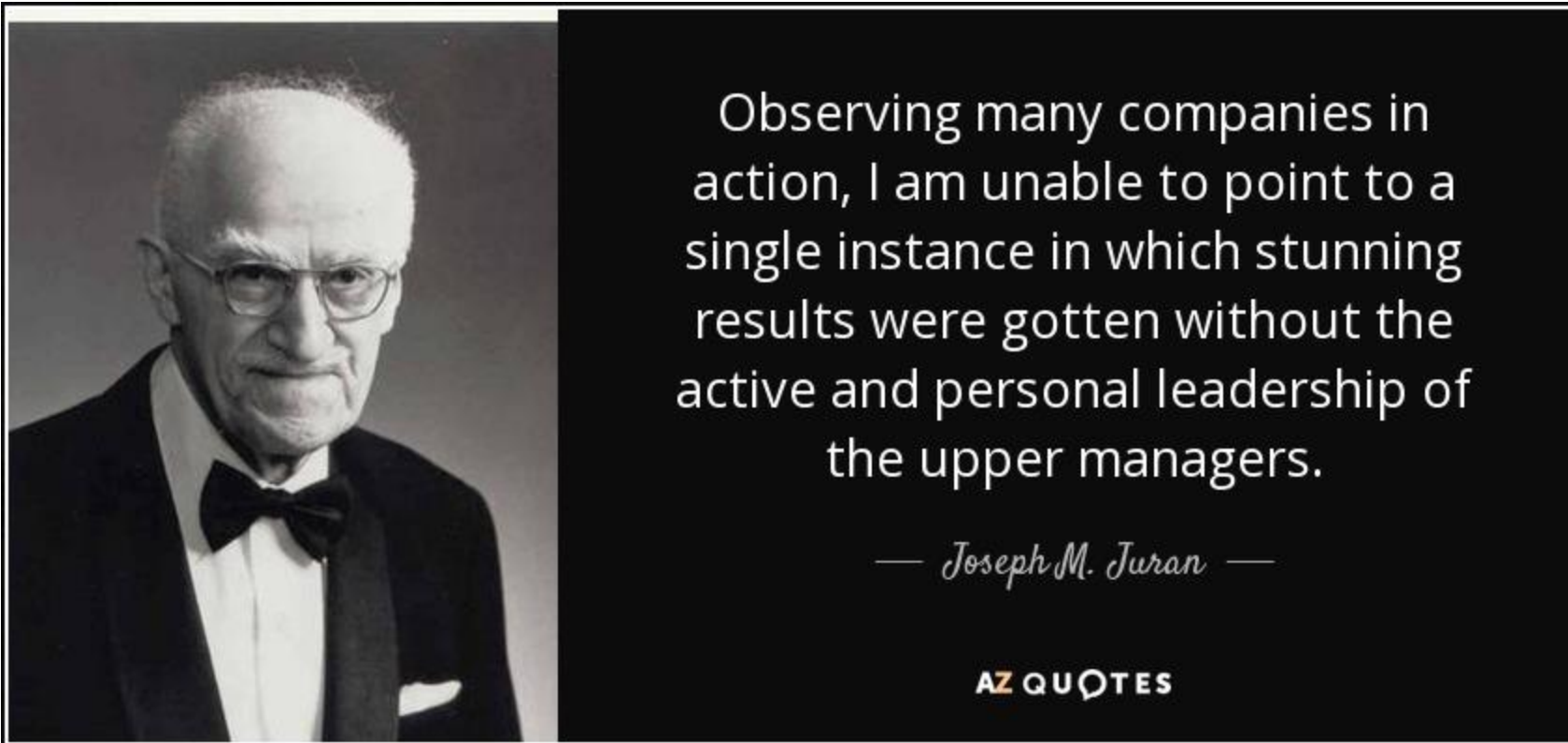


Kundene – hva mer?



Et godt produkt, god service, riktig pris

Dr. Joseph Juran



NO ONE IS AGAINST QUALITY

The subject of motivation for quality also presents a strange contradiction: No one is against quality! No one, not managers, supervisors, nonsupervisors, the union. The strange contradiction arises because the word "motivation" has multiple meanings. Unless we make clear "motivation for what" the meaning is certainly incomplete. Notice three of these multiple meanings:

1. Motivation for quality in the sense of conforming to quality specifications and adhering to procedures. We will call this "motivation for control."
2. Motivation for quality in the sense of improving quality, of finding ways to reduce the incidence of defects and reduce the associated costs. We will call this "motivation for improvement."
3. Motivation in the sense of "involvement" with the company. Such involvement can relate to all parameters, including quality. It can also take a variety of forms: interest in the goals of the company; willingness to help the company attain those goals; acceptance of the company's policies, standards, procedures. We will call this "motivation for involvement."

«No one is against quality»

NO ONE IS AGAINST QUALITY

The subject of motivation for quality also presents a strange contradiction: No one is against quality! No one, not managers, supervisors, nonsupervisors, the union. The strange contradiction arises because the word "motivation" has multiple meanings. Unless we make clear "motivation for what" the meaning is certainly incomplete. Notice three of these multiple meanings:

1. Motivation for quality in the sense of conforming to quality specifications and adhering to procedures. We will call this "motivation for control."
2. Motivation for quality in the sense of improving quality, of finding ways to reduce the incidence of defects and reduce the associated costs. We will call this "motivation for improvement."
3. Motivation in the sense of "involvement" with the company. Such involvement can relate to all parameters, including quality. It can also take a variety of forms: interest in the goals of the company; willingness to help the company attain those goals; acceptance of the company's policies, standards, procedures. We will call this "motivation for involvement."

«No one is against quality»

Hva er det vi trenger kvalitet til?

Kontroll – forsikre at alt blir gjort rett

Utvikle – oss selv, de ansatte, organisasjonen, produktene

Vekst – skalere verdi, men uten problemene, gjennom å involvere de ansatte?

Hva er det ledere bryr seg om?



Profitt



Kunder



Ansatte



Teamet

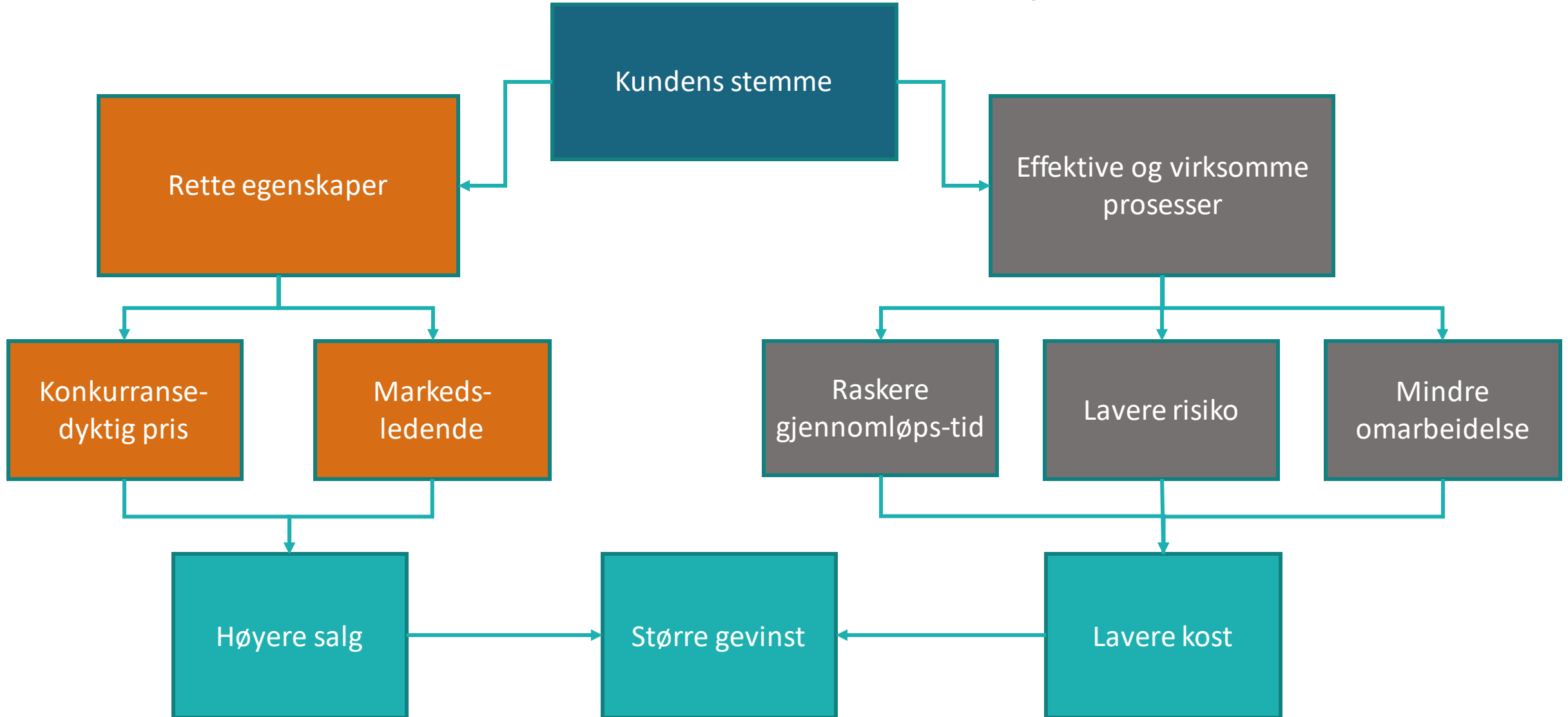


Interes-
senter

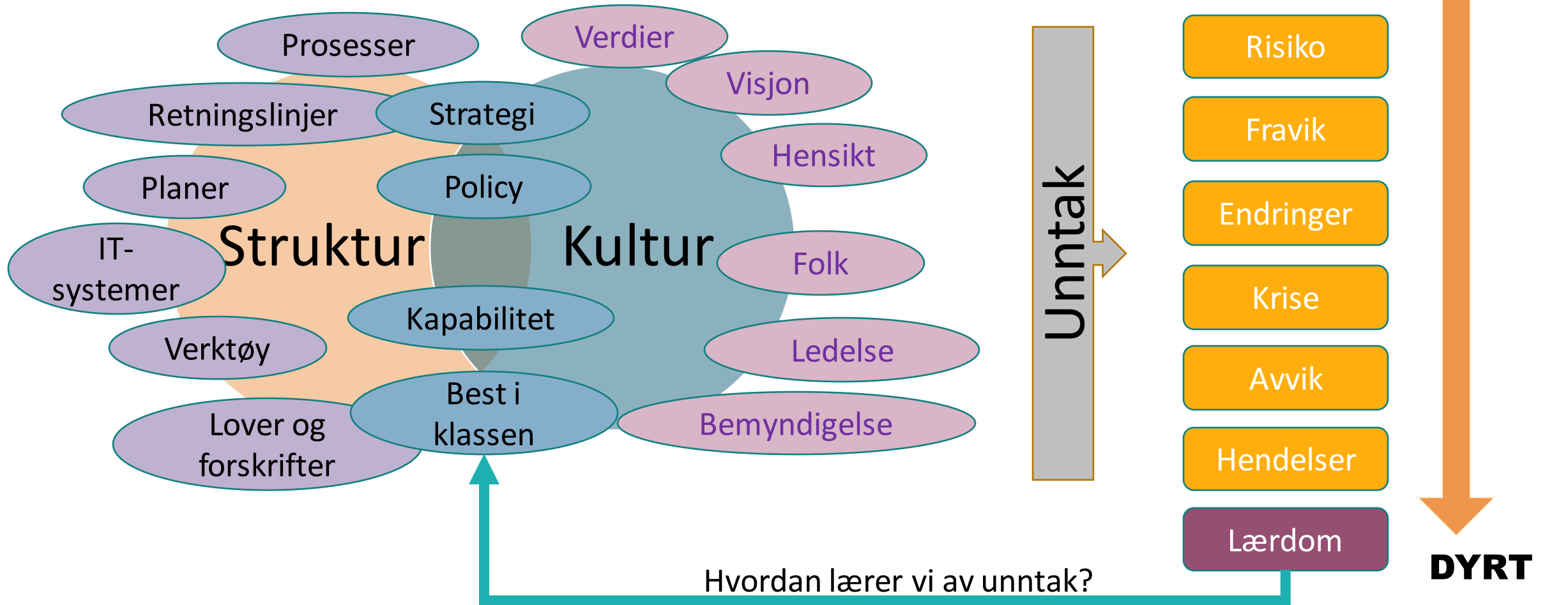


Mål-
setninger

Slik påvirker kvalitet bunntinja



Hvordan «systemet» fungerer



3x3E

Encourage, Empower, Enable
Oppmuntre, Bemyndige, Aktiverere



BEDRE FLYT

EFFEKTIVITET

MINDRE
SLØSING

Gir en “strategi for kvalitet” en fordel for organisasjonen?

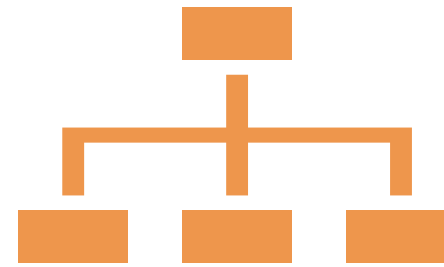
LAVERE KOST

FORBEDRINGS-
KULTUR

ØKT KUNDETIL-
FREDSHET



Helhetlig, integrert prosessbasert styringssystem

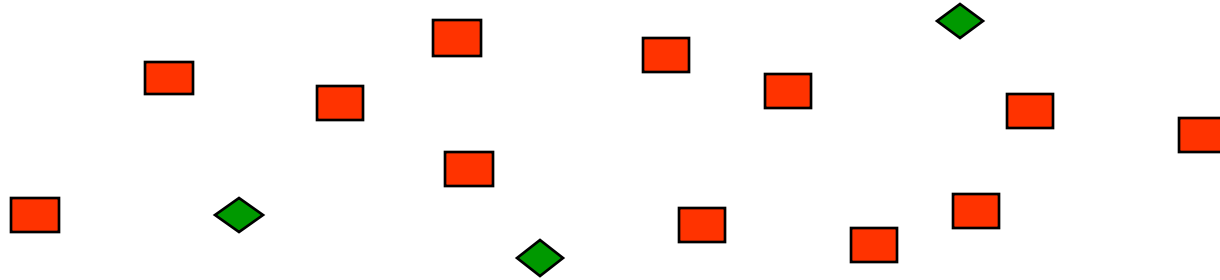


Alle aktiviteter i
organisasjonen



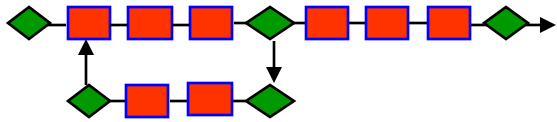
Alle relevante standarder
og juridiske forskrifter

Hva skjer egentlig i en prosess?

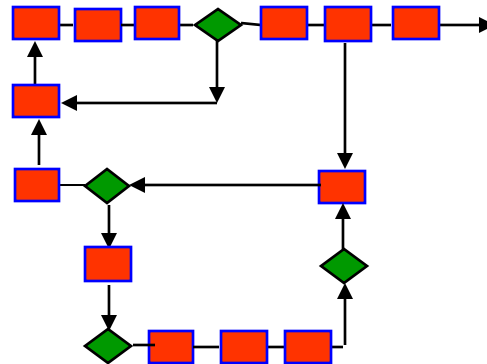


Hvordan flyter prosessen din virkelig?

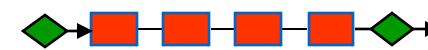
Det du *tror det er*...



Hva det *faktisk er* ...



Hva du *vil at det skal være*...



Hvordan gjør vi det?
Eliminer sløsing ved å fjerne ikke-verdiskapende aktiviteter!

Hva gjør de som lykkes?



Tydelig strategi



Involverer de ansatte



Mål og ansvarsområder



Samhold/felleskap



Kontinuerlig forbedring



Evaluerer prosesser

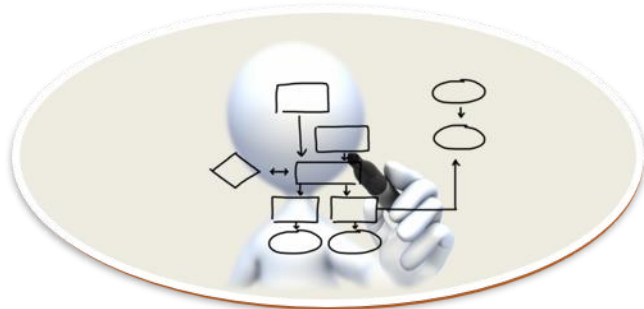


Åpen og lærevillig kultur



Unntak er positivt

Hva skal til?





Trenger dere hjelp til å konfigurere deres system?

Jeg hjelper dere gjerne.

Sidsel W. Storaas

Prudentia Qualis
Storaas Quality Consulting AS

sidsel.storaas@sqc.no

+47 9478 9479

