

Be sure to invest in your quality improvement program.

Remember that the quality control process takes time to implement. The normal sequence of events is as follows:

1. Watch warranty costs for problem components
2. Inspect problem components to avoid shipping "bad" product
3. Perform a variance study to determine the nature of the error in the production process
4. Conduct a source study to determine the causes of error and potential solutions
5. Invest in actions to reduce error in the production process

YOUR TASK

If you did a source study in the previous quarter, you will see the results. You will discover the sources of your problems and the actions you can take to fix them. Review the data and start investing in the appropriate actions to improve your product reliability. The investment will reduce warranty costs and increase demand because of greater customer satisfaction.

To learn more about Quality improvement, take a look at the following sections of the Help file:

[Quality Improvement](#)

[Key quality questions](#)

[Quality decisions by quarter](#)

[Quality Improvement decision example](#)

[Important quality improvement decisions](#)