Improvement Actions

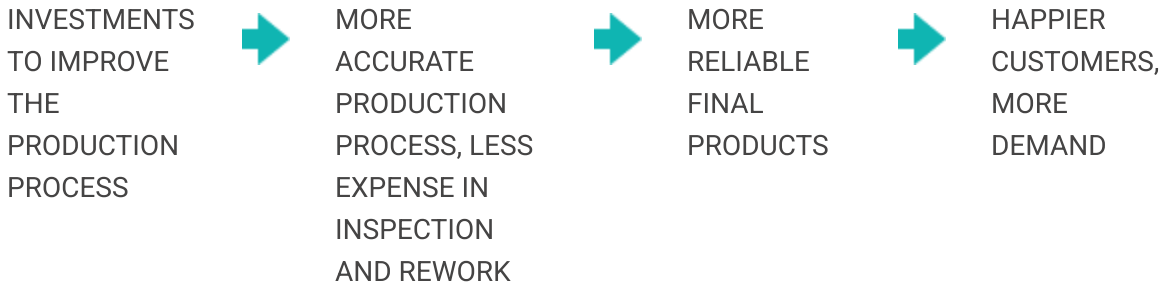
There may be a variety of causes for the production error, including:

the poor quality of incoming materials from suppliers.
machines that are in need of repair.
a dirty or humid environment.

For each cause, there might be multiple actions that could be taken to improve the situation and reduce the shift and variation:

Requiring suppliers to control the quality of their products.
Training machine operators to detect machine error and to adjust them so they produce within acceptable tolerances.
Controlling the temperature and cleanliness of the work area.

At this point in the quality control process, you may decide on which actions to take and how much to invest in each action. In almost every case, you will need to invest for several quarters before all of the improvements can be made. However, every investment will immediately result in improvements to your production process, reliability, customer satisfaction, and sales.



YOUR TASK

In the Workspace, enter the amount to be spent for each activity listed.
Scroll down to see the potential impact of your investments. You can see how the Gauss curves are likely to change as a result of your investment. You want to see the projected curve (in red) shift more towards the center and become taller and narrower. Experiment with different investment amounts to discover the best deployment of your resources.

DECISION TIP

To the right of the Gauss curves is a set of curves to indicate the proportional improvement for different investment amounts. A sharp increase in the curve indicates that additional investment would be worthwhile. Where the curve is flat, it suggests that additional

investments would not be as productive. Try to estimate which investment would provide the highest potential return.