Perry's Solutions, Inc

Quarterly Newsletter   May 2012

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DECISION MAKING IN NPD FOR BUSINESS SUCCESS

When giving a presentation about Decision Making recently to the Minnesota Council for Quality, I talked about a few key points. One is how teams jump to conclusions without considering alternatives. It is the desire to take action to solve it, regardless if it is acceptable and understood by others. The other extreme is an over-reliance on data, which leads to bad and biased data. This is another example of not thinking. I am reminded of a Deming principle – thinking first, and tools second. What do you see?

RELIABILILTY OF FRONT LOADING WASHERS

I recently read an article in Industry Week magazine about the "new" front loading washers. It mentioned how they are having more than expected reliability issues. All I could think was "I knew that was going to happen." The bearing is loaded completely different and the water seal is more critical now. Maybe it was just me, but when I was looking to purchase I wanted to find a top loader if at all possible. This is a simple engineering reality. Did you think the same thing? I am curious about your thoughts.

ROOT CAUSE ANALYSIS PRESENTATION

Over time, there have been a series of problem solving tools and methods promoted. Some are simple. Some are followed blindly. We have observed a difficulty executing well in complex situations. These are cases where good homework was not done up front. It also involves lots of money on the table in lost revenue, scrap and/ or rework. It includes heavy customer and vendor interactions, with no one wanting it to be their fault! On May 10, I will be doing a short workshop through Life Science Alley on this topic.

Have a great day!

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Solving NPD design, execution and re-plan situations

Where Planning Meets Production