

Council Audits allow us to better understand the operations of individual laboratories. We also perform a product audit by following the history of the product backwards in time to confirm standard work procedures are followed and how they can be improved.

## 2. LEAN Laboratories

Part of the QC audit is the LEAN laboratory evaluation. Each laboratory is assessed in seven categories: safety, cleanliness, order, standard work, equipment management, visual management and continuous improvement. We want our analysts to work in a clean workspace, as their work will be of higher quality. When visiting our laboratories, our customers have only one way of judging the

quality of our test results. They will form an opinion through the way the laboratory looks. Is it clean and well ordered, or is it dirty and cluttered?

The result of the LEAN laboratory audit is displayed in a so-called Radar chart (see graph below).

## 3. Measurement System Analysis

How do we evaluate that each laboratory test fulfils the statistical requirements for precision and accuracy? In Six Sigma this tool, which is also an ISO/TS 16949 requirement, is called measurement system analysis, or MSA. For each carbon black test, we have started to perform an MSA to assess the quality of our testing. This program evaluates the equipment as well as the procedure and the proficiency of the lab personnel.

## LEAN Laboratory Audit Radar Chart

