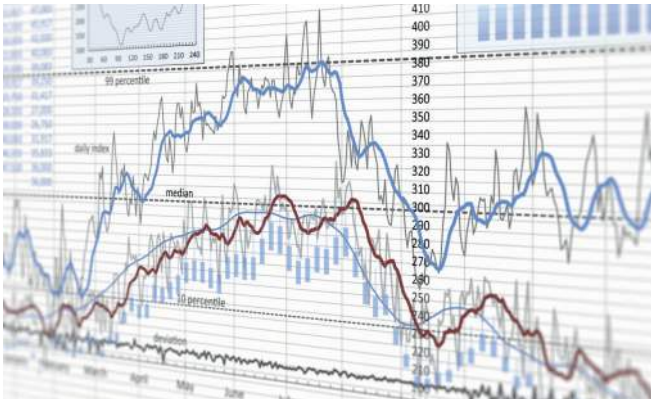
QUALITY EXCELLENCE

Handling deviations through effective problem solving



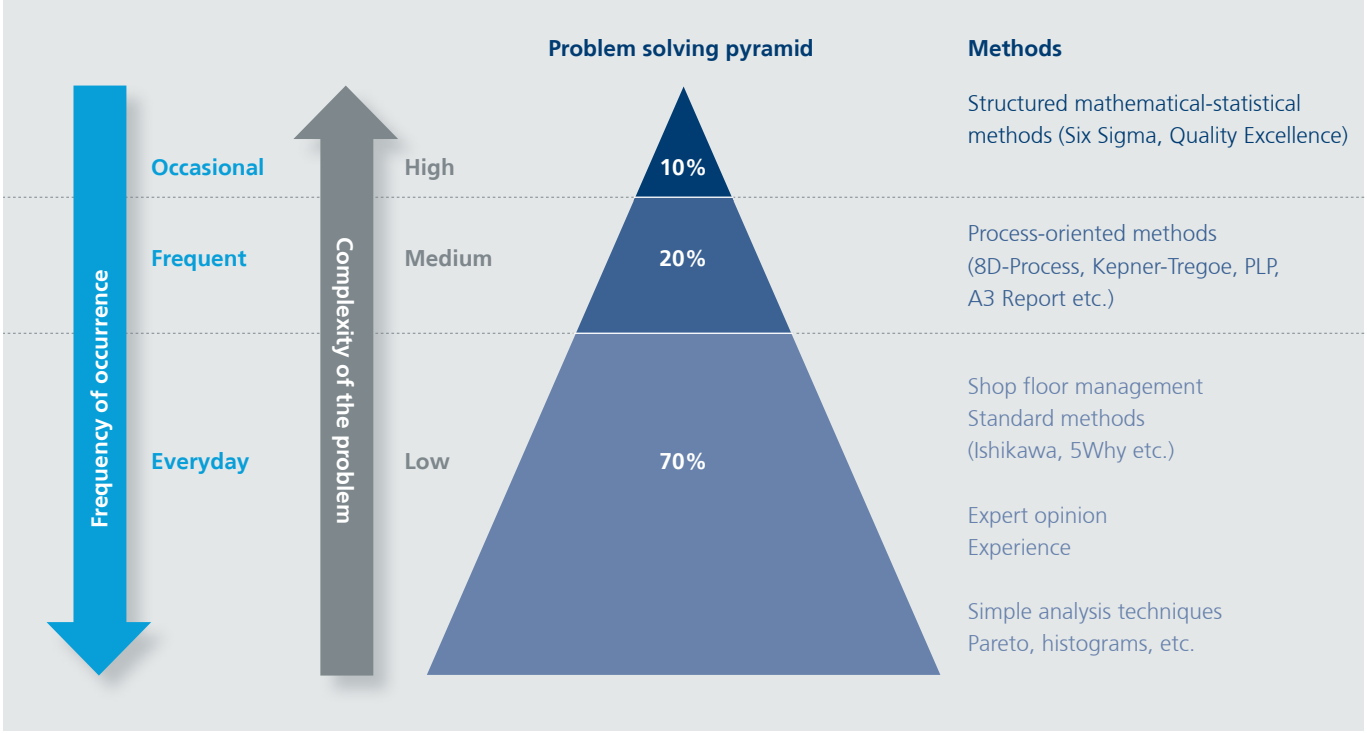
STAUFEN.

Your Partner on the way to **Top-Performance**

THE RIGHT APPROACH.

Problem solving as part of our Quality Excellence approach focuses on the rapid identification of causes for quality deviations.

Depending on the complexity of the problem, these are addressed with specific methods.



APPROACH.

NARROWING THE FOCUS

Recognise the signature of the problem:

> Data analysis and verification of the measurement system
> Recognise relevant and eliminate irrelevant parameters
> Establish and categorise an effective problem variable
> Develop a suitable problem solving strategy

IDENTIFICATION

Identification of the main influencing factors:

> Understanding of the mechanism leading to the error
> Structured, fact-based exclusion process for potential causes
> Limit causes to the main influencing variables

CONFIRMATION

From suspicion to certainty:

> Clarification of the physical cause-effect principle
> Statistical confirmation of the main influencing variable
> Control of the problem by controlling the main influencing variable

SOLUTION

From cause to solution:

> Rapid response to problems
> Risk classification of existing field products
> Prevention of re-occurrence

THE SPHERES OF ACTIVITY FOR PROBLEM SOLVING WITHIN THE PRODUCT LIFECYCLE.

Development
Errors occurring during the validation phase of a product

Production
Rejection rates during the production of a product

Field use
Accumulation of errors in the field

DEVELOPMENT

Problems can occur when validating a product, which pose challenges for the development department. In particular, the requirements for a high proportion of common parts (modularity) across a wide range of products often result in complex errors.
These spheres of activity are the focus of the validation phase:

> The product does not meet the requirements in terms of service life
> The product does not meet the requirements in terms of performance

PRODUCTION

During the manufacture of a product, low rejection rates are not unusual. Unstable processes and stricter tolerance requirements can quickly become a problem however. Rework or overtime are required to achieve the target output with the required quality. The start of production is a phase with a particularly high risk.
These spheres of activity are the focus of the production phase:

> Rejection rates during production
> Start-up problems

FIELD USE

Product faults that a customer only becomes aware of during use are particularly critical. In addition to high replacement or repair costs, this involves a threat of damage to the company's reputation. Rapid identification of the cause and implementation of the solution are key to counteracting further damage.
These spheres of activity are the focus in event of acute problems in the field:

> Total failure of a product during customer use
> Malfunctions that limit customer use
> Inadequate fulfilment of customer requirements

ADVANTAGES OF **QUALITY EXCELLENCE** PROBLEM SOLVING APROACH

1. **More effective resource allocation by focusing on main problem areas**
2. **Rapid identification of causes using targeted use of methods**
3. **Determination of long-term countermeasures based on the causes identified**
4. **Continuous quality improvement through problem solving expertise**
5. **Limitation of costs and assurance of deadlines through quick response**

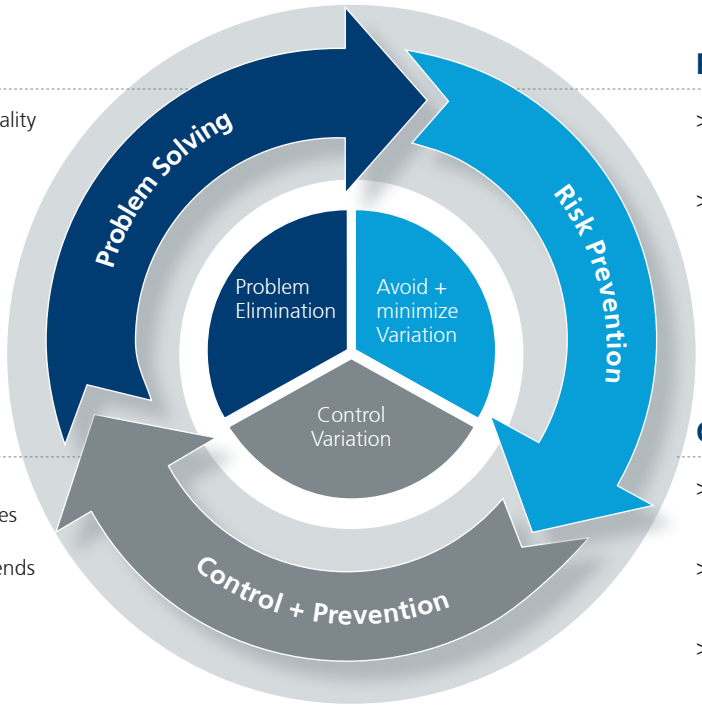
OUR QUALITY EXCELLENCE MODEL
OFFERS EFFECTIVE PROBLEM SOLVING FOR COMPLEX QUALITY PROBLEMS.

PROBLEM SOLVING

> Rapid and effective reaction to acute quality problems that interfere with an efficient value creation chain
> Identification of the main cause rather than dealing with the symptoms

RISK PREVENTION

> Assessment of potential internal and external product and process risks
> Reduction of product and process development times



CONTROL + PREVENTION

> Managing risks - full awareness of product and process variations at all times
> Proactive problem avoidance thanks to control and identification of negative trends

QUALITY STRATEGY

> Suitable quality system for the sustainable support of the business strategy
> Establishment and further development of a problem solving culture
> Quality control instead of mere quality assessment

STAUFEN.

STAUFEN.
Quality Engineers GmbH
Blumenstraße 5
D-73257 Köngen
+49 7024 8056-0
www.staufen.ag
kontakt@staufen.ag

STAUFEN.AG
Beratung.Akademie.Beteiligung
Blumenstraße 5
D-73257 Köngen
+49 7024 8056-0
www.staufen.ag
kontakt@staufen.ag

STAUFEN.AG
Beratung.Akademie.Beteiligung
Kranhaus 1 . Im Zollhafen 18
D-50678 Köln
+49 221 168819-0
www.staufen.ag
kontakt@staufen.ag

STAUFEN.AG
Seidenstrasse 27
CH-8400 Winterthur
+41 52 316 37 59
www.staufen.ag
contact.ch@staufen.ag

STAUFEN.ITALIA srl
Consulenza.Formazione.Investimenti
Via L. Ariosto, 28
I-20145 Milano
+39 02 87086718-26
www.staufen.it
contatti@staufen.it

STAUFEN.POLSKA
Doradztwo.Akademia.Inwestycje Sp z o.o.
ul. Strzegomska 138
PL-54-429 Wroclaw
+48 71 349 14 30
www.staufen.pl
kontakt@staufen.pl

STAUFEN.AG
Country Office Slovakia
CBC-1 Blg. 1st floor
Karadžičova 8/A
SK-821 08 Bratislava
+42 1 2 5939 6153
www.staufen.sk
contact@staufen.sk

STAUFEN.AG
Country Office Czech Republic
City Imperial Blg. 5th floor
Na Strzi 65/1702
CZ-140 62 Praha 4
+42 0 222 191 952
www.staufen.cz
contact@staufen.cz

STAUFEN.AG
Country Office Hungary
Óbuda Gate Blg. 5th floor
Árpád fejedelem útja 26-28
HU-Budapest 1023
+36 1 888 0615
www.staufen.hu
contact@staufen.hu

STAUFEN.SHANGHAI
Consulting Academy Ltd.
22 H, Cross Region Plaza
No. 899 Ling Ling Road
Shanghai, 200030 P.R. China
+86 21 64 41 71 12 /-16 /-15
www.staufen.cn
shanghai@staufen.cn

STAUFEN.Táktica
Consultoria.Academia LTDA
Rua Guapuruvu, 180, sala 7
13098-322 Campinas, Brazil
+55 19 3262 0011
www.staufen-taktica.com.br
contato@staufen-taktica.com.br