



PARTNERS IN QUALITY



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QUALITY LEADERSHIP MESSAGE

“The Importance of Problem Solving”

5 PRINCIPLES OR BASICS OF PROBLEM SOLVING

- ◆ Understand and be able to describe the problem being solved
- ◆ Use validated data to make decisions
- ◆ Understand, define, and describe the root cause
- ◆ Understand, define, and implement a validated improvement
- ◆ Inform to prevent reoccurrence

QLI PRINCIPLE #3:

RELENTLESS DAILY FOCUS ON QUALITY

Problems in the workplace cause distractions that inhibit workers from following standards. Problem Solving is essential to establish standards and eliminate waste.

As you work on problem solving, you become more of a team player, working with others to learn, develop skills, and make improvements to your own work and organization.

The Vital Few Metrics Boards provide visual transparency, insight and connection into the health of the Organization from the shop floor teams through the entire distribution process.

“Do only what matters, activate the minds of our people and create problem solvers at every level leveraging the Business and Plant Control Centers.”



QLI PRINCIPLE #1:

OUR RESPONSIBILITY, OUR JOB SECURITY AND OUR FUTURE!

“Quality starts with me, coming to work every day, following standardized work and notifying someone when I have a problem or can’t finish my work.”

QUALITY IS NOT A “YOU” PROBLEM; IT’S A “WE” PROBLEM”



**QUALITY IS:
OUR RESPONSIBILITY - OUR JOB SECURITY
OUR FUTURE !!!**