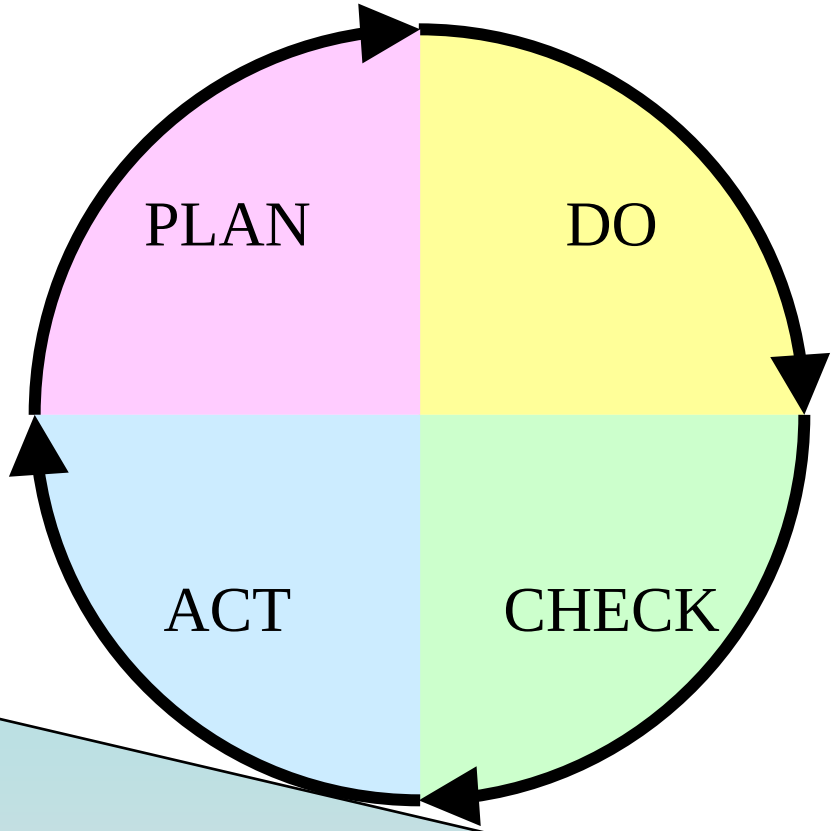
Management Philosophies

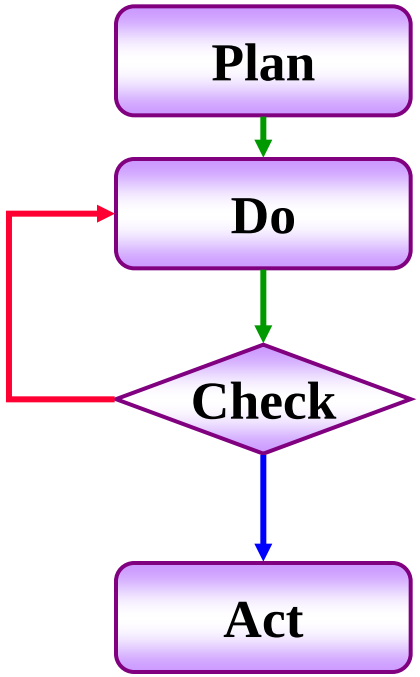
Various Management Philosophies

Management Philosophies

- APQP
- Six Sigma
- Balanced Scorecard
- Total Quality Management
- ISO 9000 Certification
- Statistical Process Control
- Deming
- Service Quality
- Lean Organization
- 8 D (Disciplines)
- Customer Centred
- Full Control

Deming's Plan-Do-Check-Act





Plan Logical Sequence

Feedback/Feed Forward

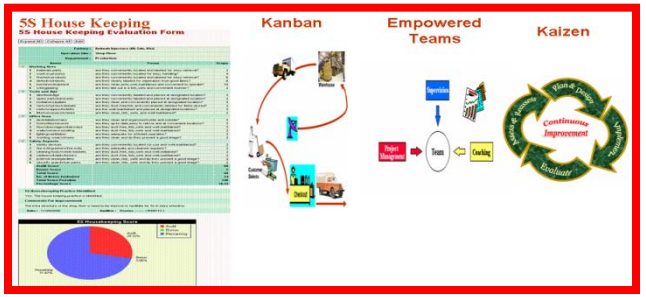
Confirm Effectiveness

Maintain the Gains

Total Quality Management

Belmah Strategies

Waste reduction in service processes using Lean methodology

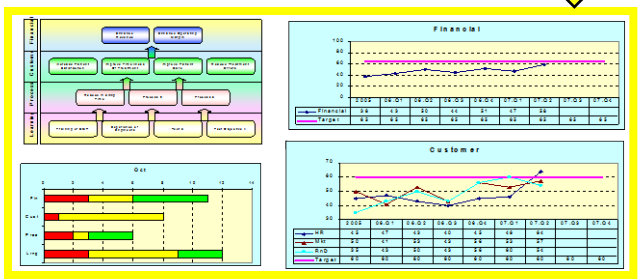


Eliminate Waste

Quality tools and techniques used to improve lean processes

Reduce Defects & Variation

Balanced Scorecard used to monitor results & performance



Monitor Results

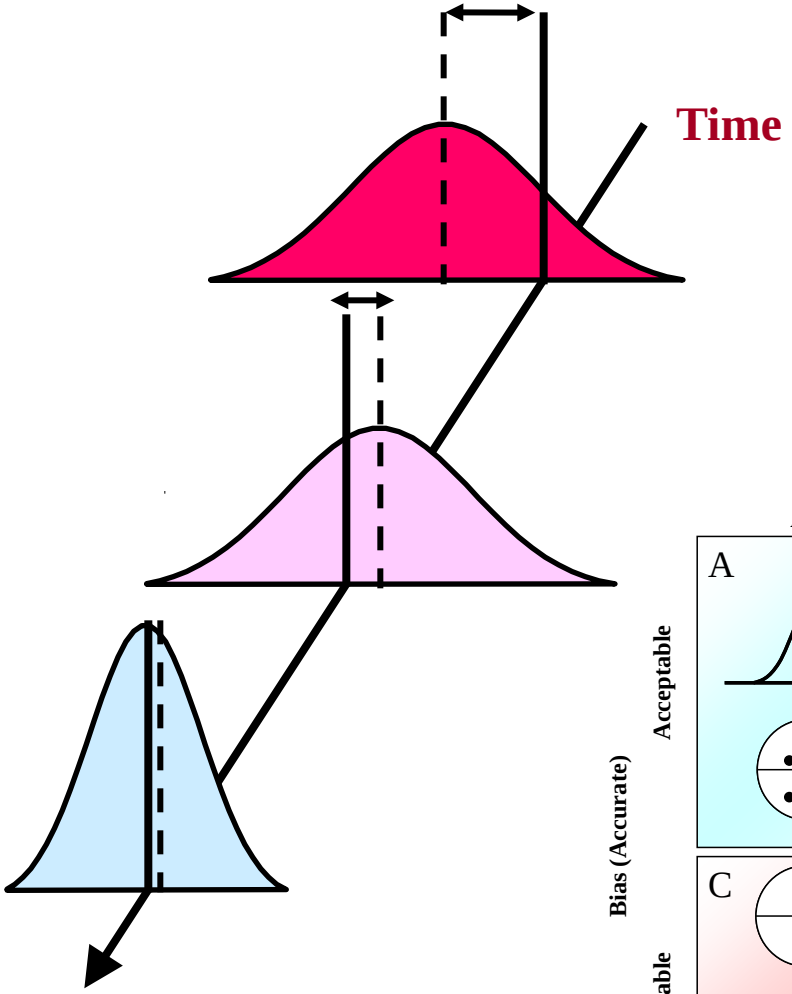
MBNQA integrates entire business to enable World Class Service

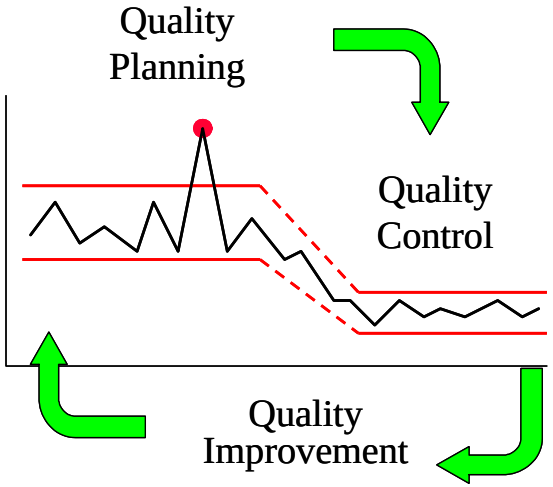
Identify Improvement

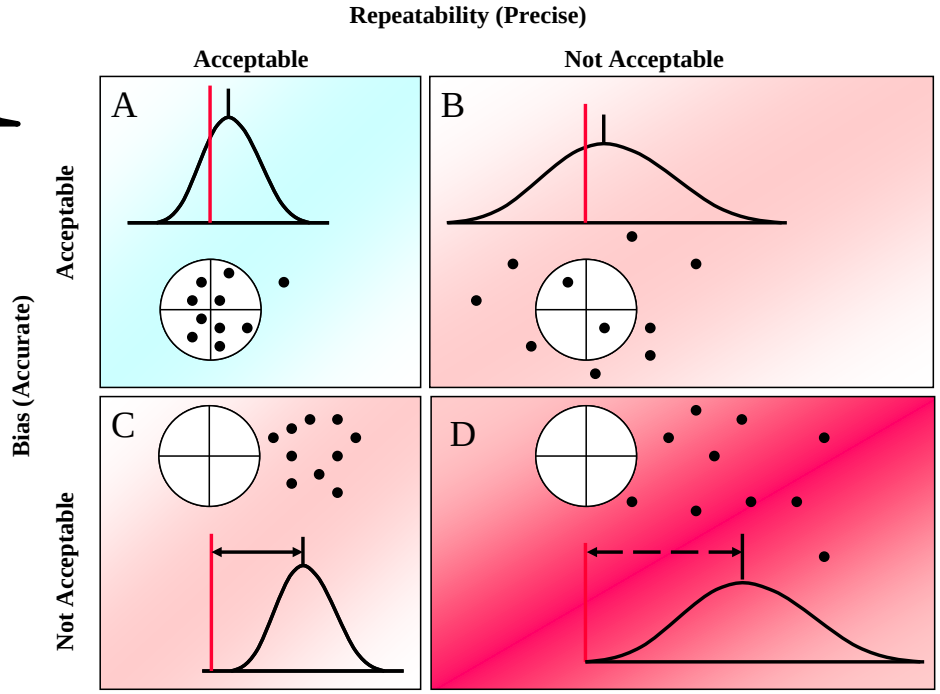
ISO Certification

- ISO Toolkit
- Document Control
- ISO Auditing

Statistical Process Control

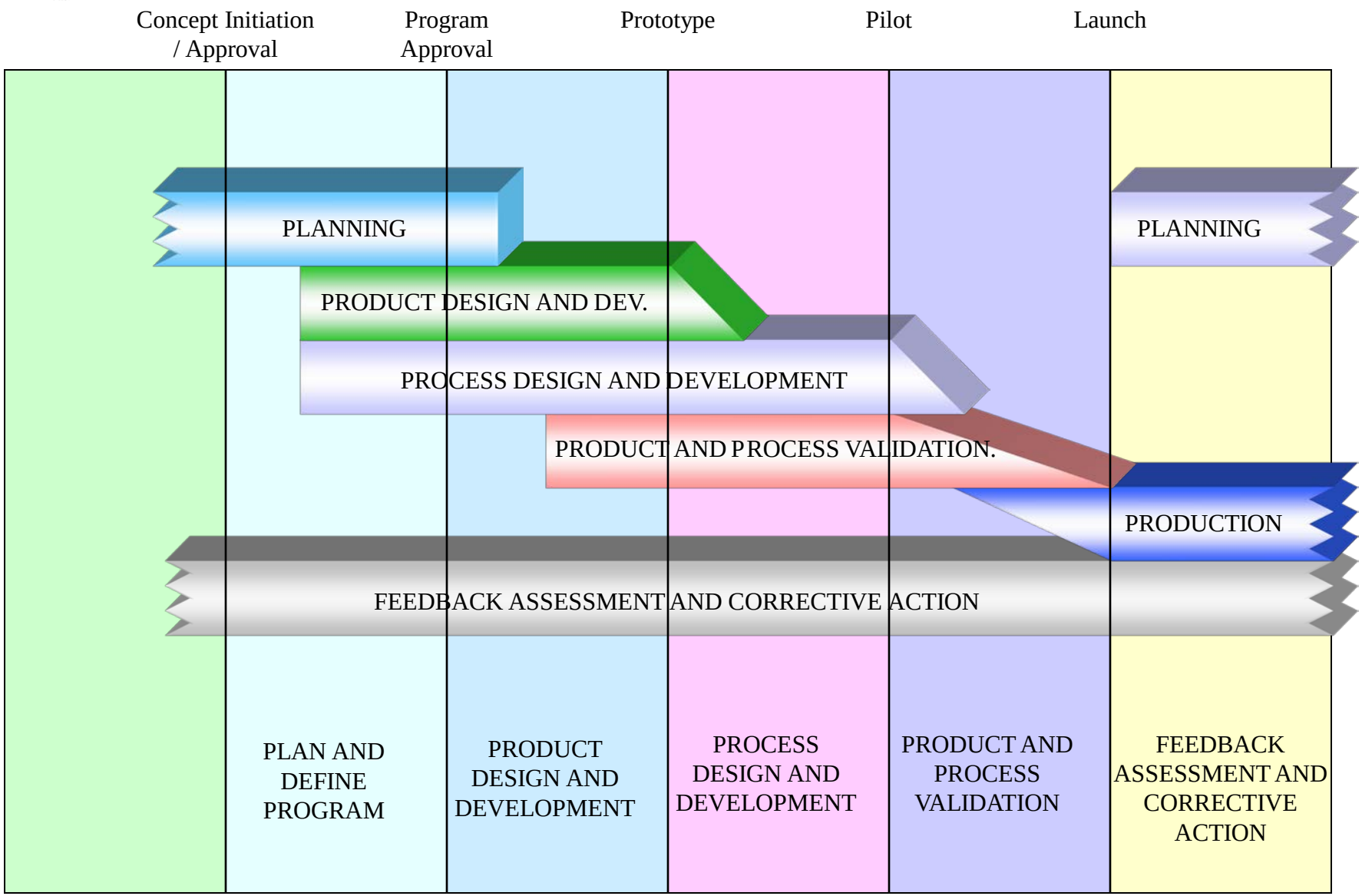




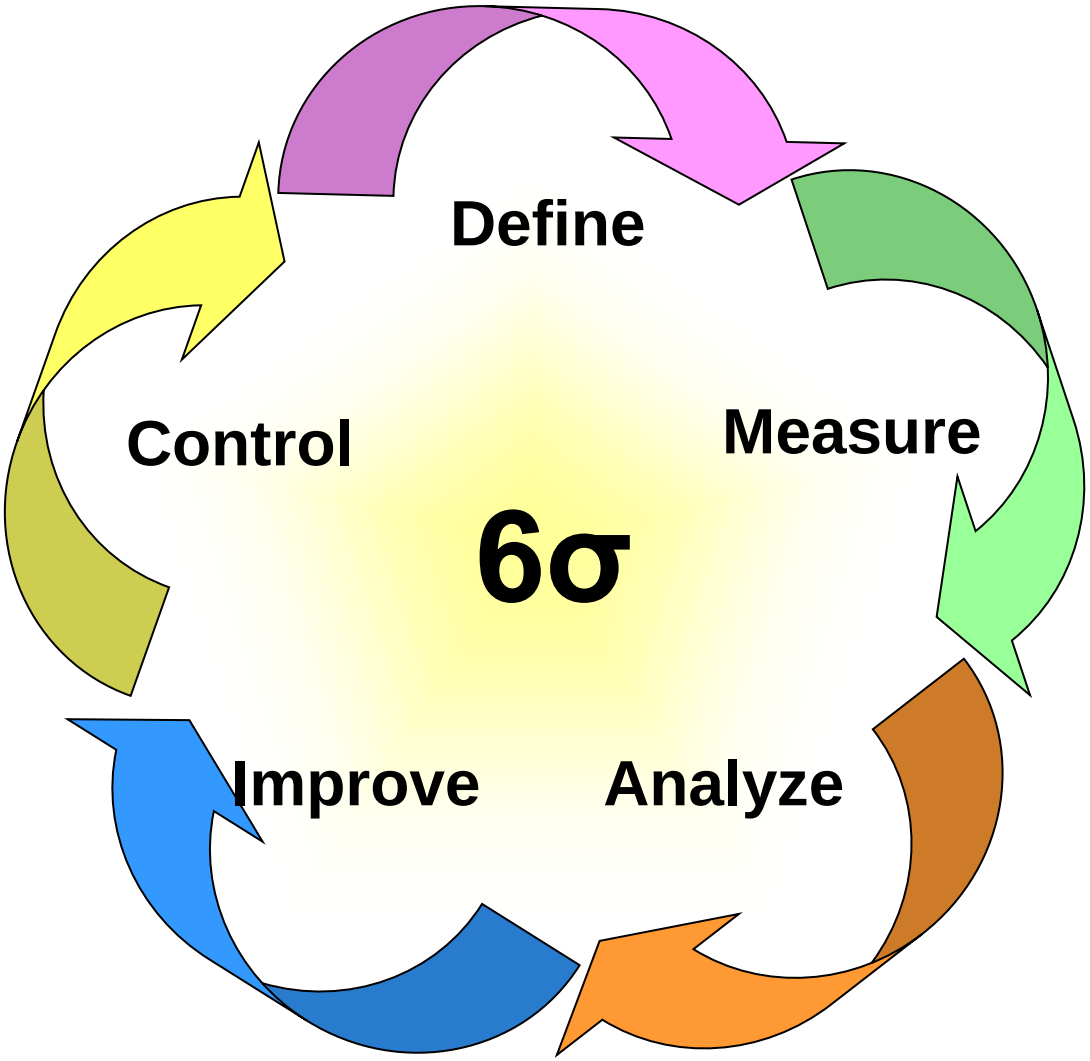


Advanced Product Quality Planning

Belmah Strategies



Six Sigma: DMAIC



Define
- What is important?
- Where are the opportunities?

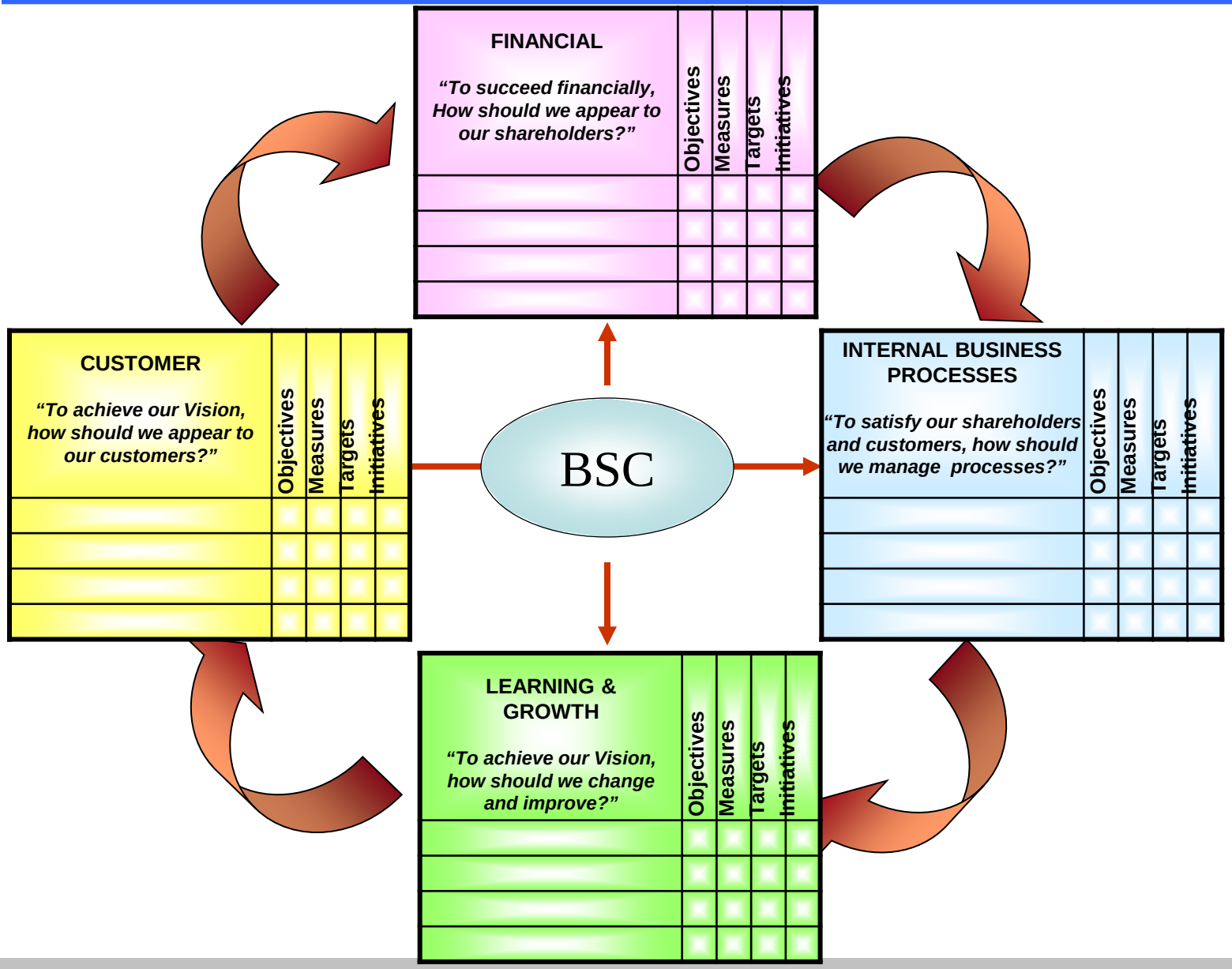
Measure
- How are we doing?
- What is our performance?

Analyze
- What is wrong?
- Root Cause & Gap Analysis

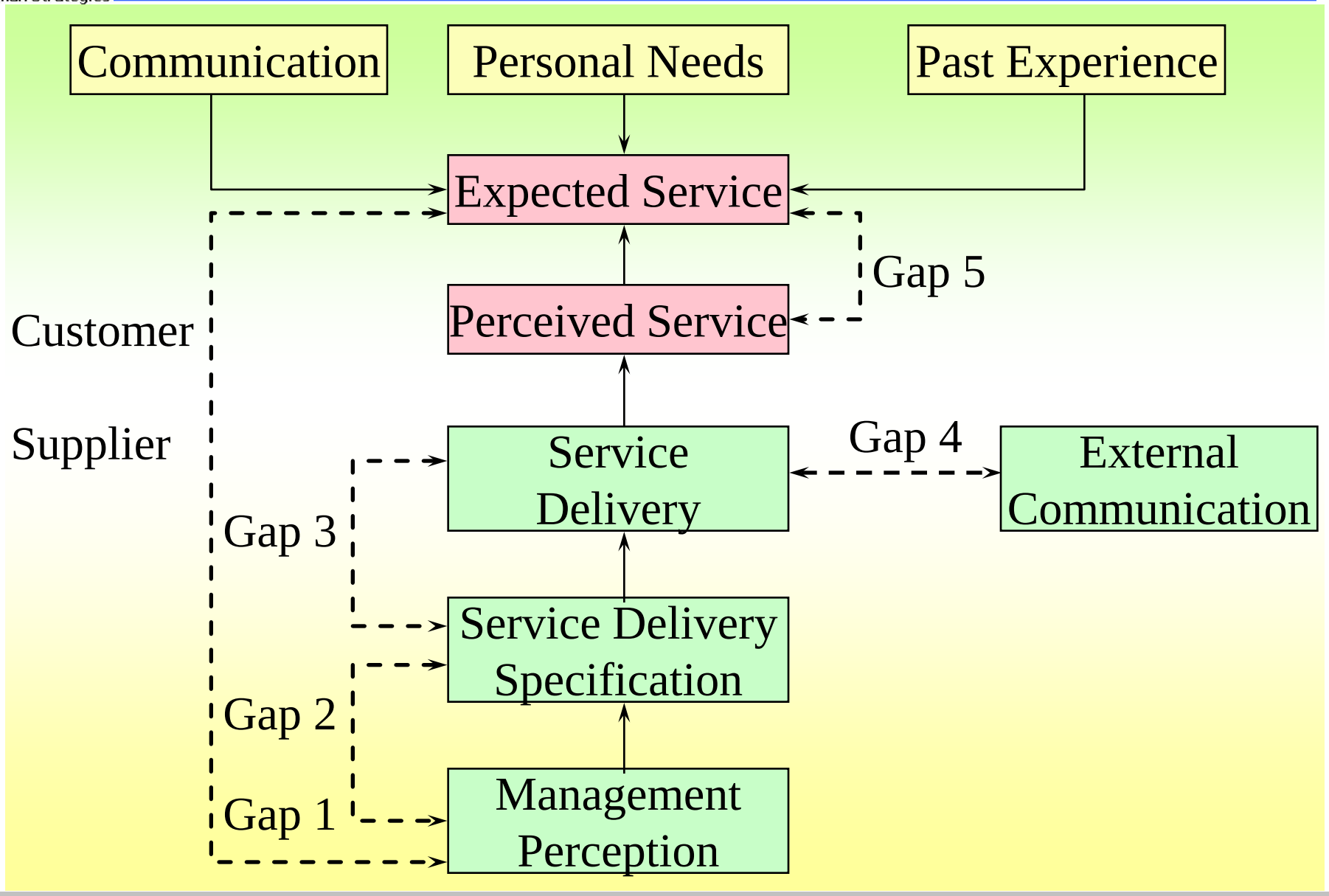
Improve
- What needs to be done?
- What are possible solutions?

Control
- How to guarantee Performance?
- Maintain the gain!

Balanced Scorecard



Service Quality



Lean Organization

5S House Keeping

5S House Keeping Evaluation Form

Expand All | Collapse All | Edit

Factory :	Belmah Injectors (M) Sdn. Bhd.
Operation Site :	Shop Floor
Department :	Production

	Items	Form	Score
	Working Area		
1	external parts	are they conveniently located and labeled for easy retrieval?	2
2	work-in-process	are they conveniently located for easy handling?	4
3	finished products	are they conveniently located and labeled for easy retrieval?	6
4	defect/rejects	are they clearly labeled for seperation from good items?	8
5	machines/equipment	are they clean,safe,well-maintained and convenient to operate?	10
6	wiring/piping	are they laid out in a tidy,safe and convenient manner?	2
	Tools and Jigs		
1	desk/tools/jigs	are they conveniently labeled and placed at designated location?	2
2	spare parts/lubricants	are they conveniently labeled and placed at designated location?	2
3	containers/pallets	are they clean and conveniently placed at designated location?	2
4	racks/shelves/cabinets	are they dust-free,tidy and conveniently labeled for items stored?	2
5	carts/wagons/forklifts	are the well-maintained and placed at designated locations?	2
6	lifts/conveyers/cranes	are they clean, tidy, safe, and well-maintained?	2
	Office Area		
1	desk/labels/chairs	are they clean and organized inside and outside?	2
2	rorms/files/records	are they up-to-date,easy to retrive and at convenient locations?	2
3	floors/passages/stairways	are they dust-free, tidy,safe and well-maintained?	2
4	walls/window sticking	are they dust-free, tidy,safe and well-maintained?	2
5	lighting/ventilation	are they adequate for efficient operation?	2
6	working wears/shoes	are they clean and do they present a good image?	2
	Safety Aspects		
1	safety devices	are they conveniently located for use and well-maintained?	2
2	fire extinguishers/fire exits	are they adequate and cleaned regularly?	2
3	cleaning tools/waste baskets	are they dust-free, tidy,safe and well-maintained?	2
4	canteens/toilets/lockers	are they dust-free, tidy,safe and well-maintained?	2
5	external area/gardens	are they clean, tidy, safe and do they present a good image?	2
6	security guards/car parks	are they clean, tidy, safe and do they present a good image?	2
	Audit Score		48
	Bonus Score		0
	Total Score		48
	No. of Items Evaluated		24
	Total Score Possible		240
	Percentage Score		20.33

5S Housekeeping Practice Identified

Yes, The house keeping practice is identified.

Comments For Improvement

The intra structure of the shop floor is need to be improve to facilitate for 5s in more effective.

Date : 11/29/2005 Auditor : Shazlee ------ (W00112)

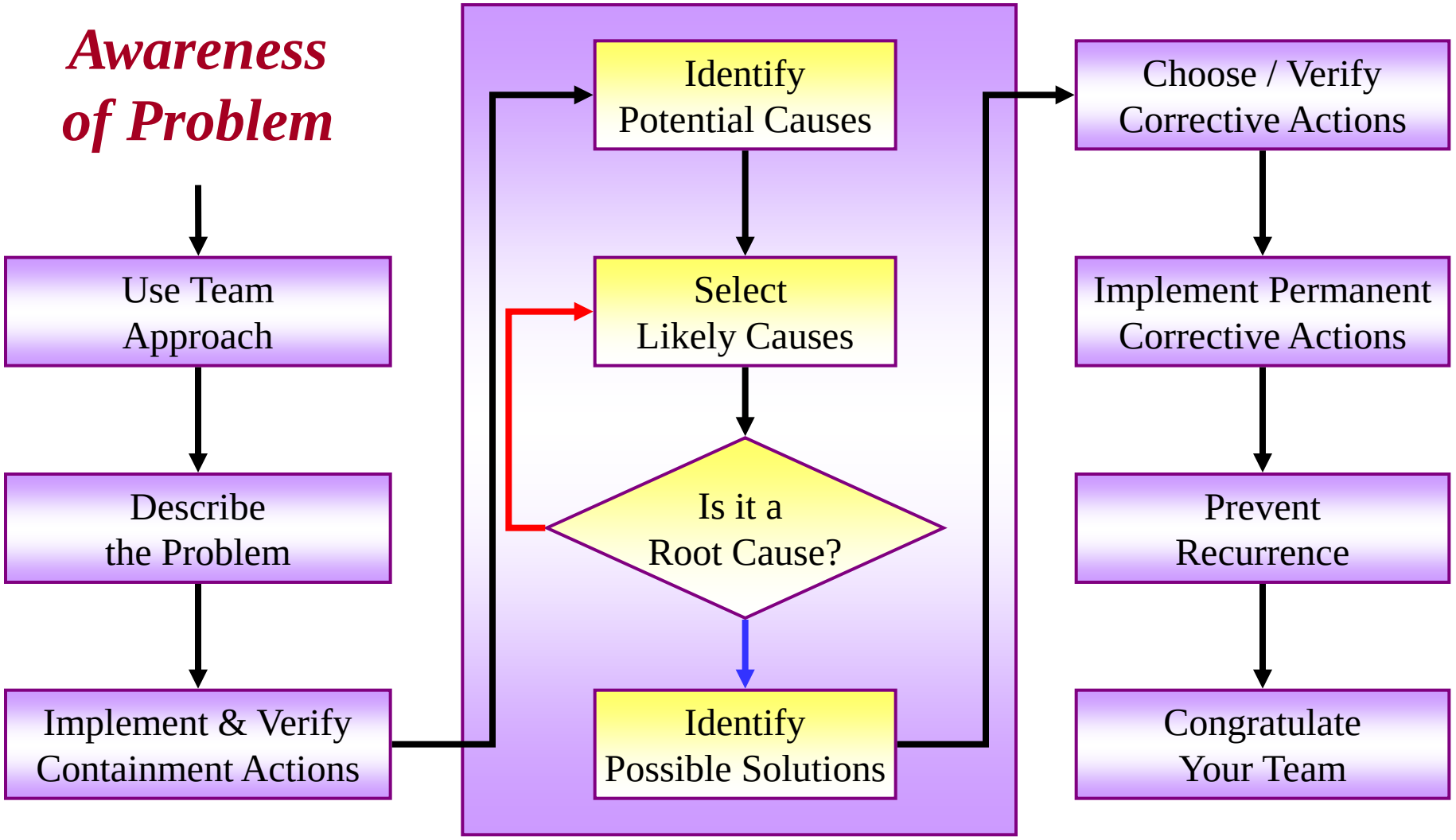
Kanban

Empowered Teams

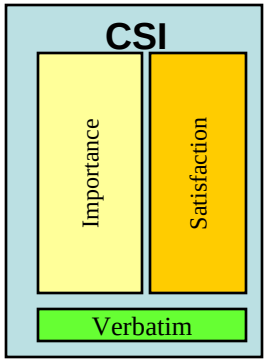
Kaizen

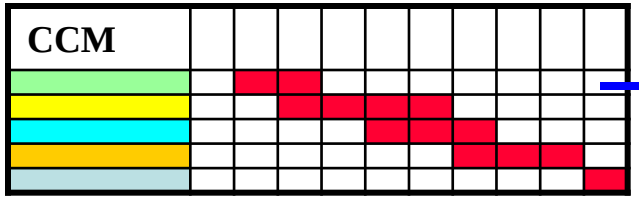
All tools are supported by iCT-M® software

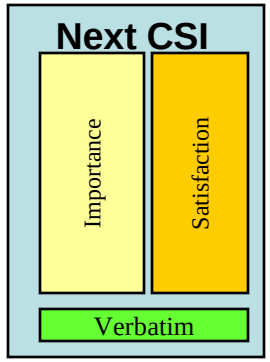
8 Disciplines Problem Solving Method



Customer Centred



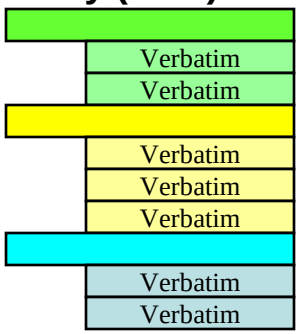




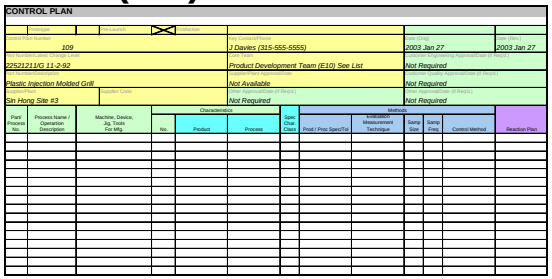
Choice:
Path 1

Managing Customer Feedback into Useful Information

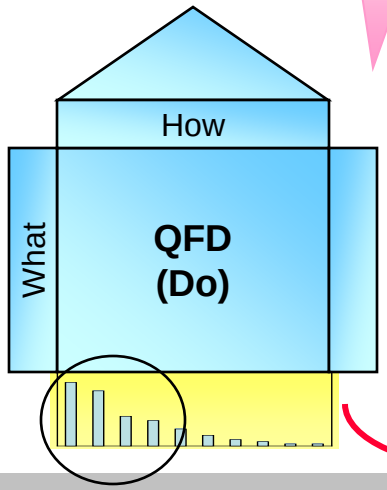
Affinity (Plan)



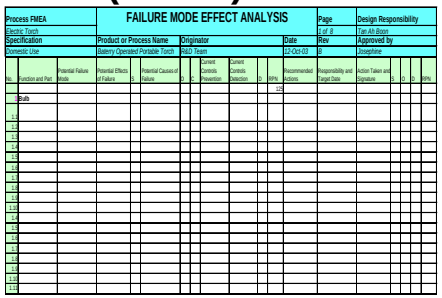
CPM (Act)



Choice:
Path 2



FMEA (Check)



Developing the "Full" Control Plans

Belmah Strategies

CCR Critical Customer Requirements
CDR Critical Design Requirements
CPR Critical Process Requirements

Planning the Project

Project Plan
Issue / Mission
Customers
Market Segment
Scope
Goals
Constraints
Strategy
Team Membership

Yes

Project Complex?

Phase 0
Pre-Planning

Phase 1
Product Quality Planning

Customer Wants
Priority index
Customer Wants
Company Measures
Customer Wants
Q
Priority index
Competitive Assessment
Targets

CCR

Phase II
Product Design & Development

Prototype Build Control Plan
Product FMEA
Design Elements & Characteristics
Critical Company Measures
F
Targets

CDR

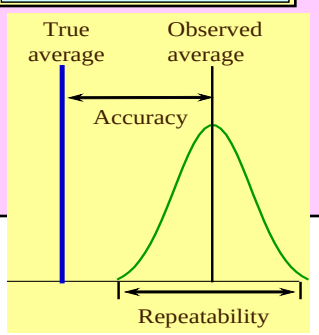
Phase III
Process Design & Development

Pre-Launch Control Plan
Process FMEA
Process Elements & Parameters
Design Characteristics
Q
Targets

CPR

Phase IV
Product & Process Validation

Production Control Plan
Production FMEA
Quality Control Charts



VOC
VAST
Affinity
Tree Diagram

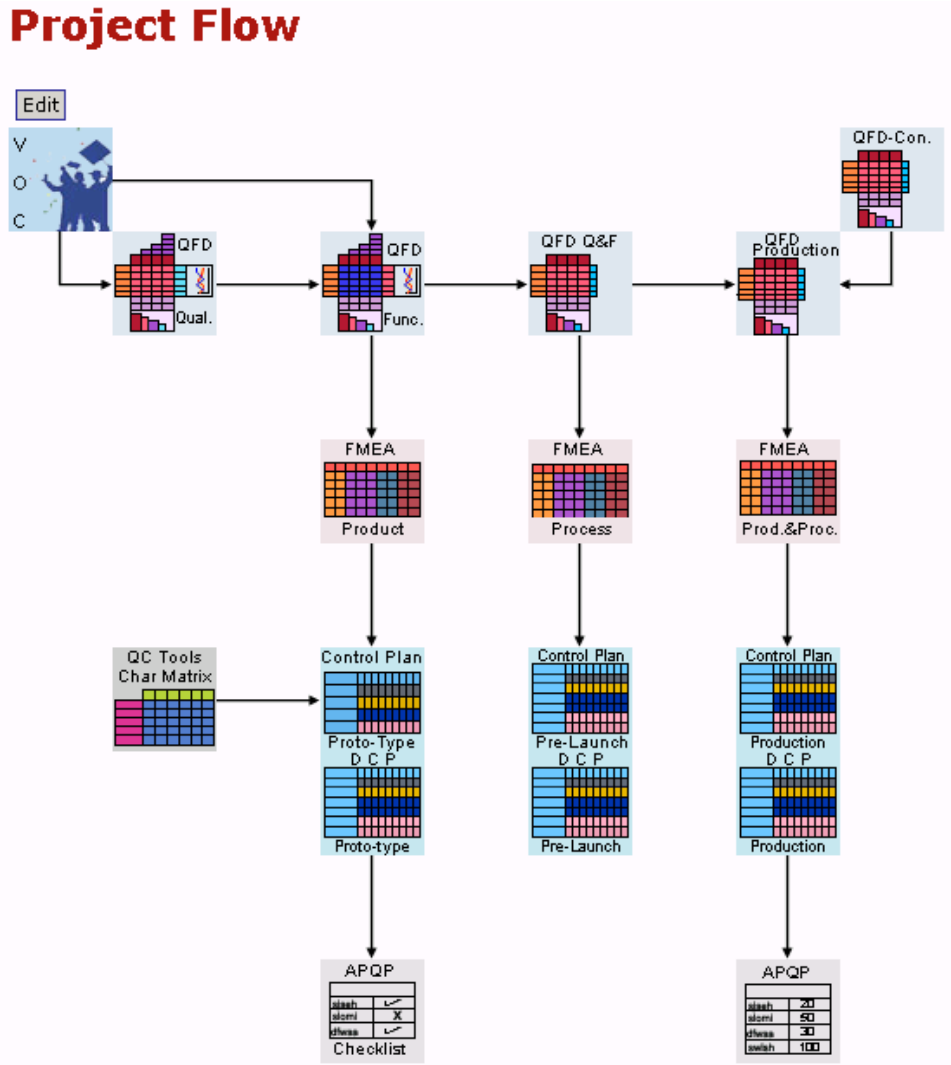
Design Concept Generation, Evaluation, Synthesis and Selection

Process Concept Generation, Evaluation, Synthesis and Selection

Input Innovation Tools

Input FMEA, FTA, DOE, Taguchi

Developing “Full” Control Plans with ICT-M



- Build the sequence
  - Very easily done
  - Even link data flow
- Import and Export data
  - Import / Export from one application to another
  - Threaded system of data
  - Traceability of information
- Types of applications
  - Voice of Customer
  - Quality Function Deployment
  - Failure Mode Effects Analysis
  - Control Plan
  - Checklist

Show Me!!

- Can ICT-M really do that?

- Show me NOW!
  - QFD
  - FMEA
  - Control Plan
  - Numeric Checklist