

The Accuracy Controlled Enterprise

Successful Defect Prevention, Failure
Elimination and Error Prevention

*An 'accuracy controlled enterprise' uses 'targets,
tolerances and tests' to deliver fully complying
products and services 'right first time'.*

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Introduction

How many defects, errors and failures can your operation afford each day? Do your people have the time to go back and do a job twice or three times because it was done wrong the first time? Are people happy to regularly accept wasted production and lost time due to mistakes? If not, then do your internal work procedures support doing the job right the first time?

The elimination of error is a major issue in business operation. Errors produce bad, unwanted outcomes. They are wasteful. They take resources and money away from where they were intended to be used. They use valuable time to correct what should have been done right in the first place. Error prevention needs to be actively addressed. Your business systems need to prevent errors happening, and if they do happen, to then detect and stop them from going further.

You can guarantee correct performance by specifying a target and tolerance in your operating procedures. Having a target and tolerance sets the recognised acceptance criterion. A simple proof-test will confirm if it has been met. Specifying a mark and tolerance range changes the focus from one of simply doing the job; to now doing the job accurately. This results in high quality workmanship and sound operating practices that deliver reliable performance. Those organisations that use ‘target - tolerance - test’ methodology in their procedural tasks move from being a quality-conscious operation to being an Accuracy Controlled Enterprise (ACE).

This book presents you with information on how to use one of the best methods yet devised to detect and stop errors in business processes – the Accuracy Controlled Enterprise. ACEs prevent failures and eliminate defects by doing work accurately so that the business can produce maximum profits from the effort and money that go into it.

The Accuracy Controlled Enterprise uses business procedures that ask for proof of accuracy before a task is considered to be completed properly. These built-in self-checks prove all is well and the work was done right. It turns people into experts at their tasks who do their work right first time, every time!

It is much more than a new quality control method. Those organisations that become Accuracy Controlled Enterprises go beyond quality control. They purposely introduce into their procedures defect eliminating and failure preventing methods so they can be certain that their

products or services are made without error. They are able to guarantee both internal and external customer satisfaction.

The Accuracy Controlled Enterprise does not focus on quality. Rather it focuses on accuracy of performing a task. Accuracy is defined as “the degree of conformity of a measured or calculated value to its actual or specified value.” To have accuracy you need a target value and a tolerance of what is acceptably close to the target to be called accurate. ACEs understand that if the task is done right, to the required tolerance standard, then the quality is automatically delivered. A secondary benefit, and one that is most profitable, is that if the task is done accurately the first time it is also the least cost way of making the product or service using current methods.

It is easy to become an ACE. In many cases the procedural documents businesses have already prepared simply need targets, tolerances and proof-tests included. A successful proof-test result demonstrates beyond doubt that the task was done right. It gives people confidence that what they did was correct.

An ‘Accuracy Controlled Enterprise’ delivers fully complying product, at the least possible cost of manufacture, guaranteeing customer satisfaction right first time. Isn’t that what successful business is all about?

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1. Failure Prevention and Defect Elimination

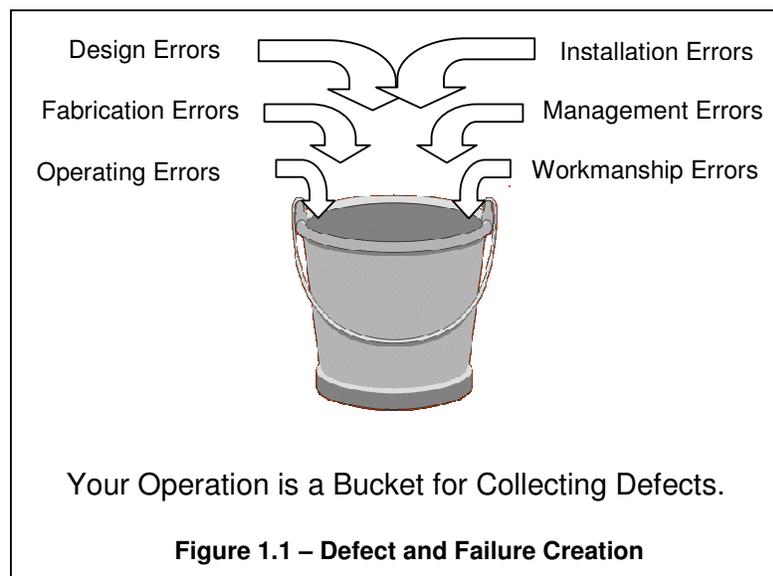
An organisation conducting business aims to deliver its products or services to clients exactly as it specifies them to be. The organisation has procedures and standards describing its products, their manufacture and how they will perform for customers. Problems arise when it cannot meet its aims exactly as intended. If a problem prevents the business delivering what the client wants then it jeopardises its future. Typically problems are defects and failures in the operation that cause non-conformances to standard requirements.

Examples are variations in raw material quality, production planning errors, equipment failures, incorrect documentation, procedures not followed, and numerous other situations that produce non-conformances.

Let's start by getting an understanding of where problems can come from.

1.1. Defect and Failure Creation

Figure 1.1 shows how errors arise in an organisation. The symbolic bucket is a department within the organisation. The errors result from defective practices and wrong decisions that then grow into problems. A similar picture applies to every department – production, maintenance, administration, finance, marketing, research and development. The same can be said for every organisation in the world.



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Accuracy Controlled Enterprise

By Mike Sondalini



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