

Project management

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Engineering, Project Management



Project Management Product Improvement Process Introduction There are several areas that need to be improved in the production processes of Winsome; for efficiency, effectiveness and customer satisfaction to be realized. The first change involves correcting the spelling error in the name of our product, found on the outer packaging. The second change area involves improving the quality of our products. The third change issue is improving the quality assurance section of (Winsome, 2008). The fourth change improvement area involves encouraging and sustaining good human relations and team work in the organization. Finally, the fifth area is improving the production system of Winsome.

Discussion of the Change Process and Recommendations

Change process always aims at improving the operations of business organizations. Correction of spelling error in the name of products is very important because it ensures that customers do not get confused or doubtful when purchasing our products. Correct spelling creates an idea that the company pays attention to details in all aspects of making products. Quality of products must be assured through the correct and accurate packaging; packaging is very important because it is what the customer analyzes first when purchasing a product, therefore, all packaging characteristics including the spellings must be correct (Western Electric Company, 2007). The quality assurance department should be strengthened with adequate technical knowledge; this is because the department is tasked with ensuring flawless production processes; from raw material acquisition, product manufacturing, and finally packaging. The employees of Winsome must be encouraged to ensure production of superior products through the spirit of teamwork; which

ensures effective achievement of overall product objectives. The production process should be automated to ensure consistency in quality of products. The change process will have an immediate implication in the financial budget. This is because the change programs will utilize financial resources. Correcting the spelling errors on the packages will involve producing new and correct packages which is a costly affair. Setting up an effective quality assurance sector can involve the hiring of quality experts; hence the wage bill will increase (Shewhart, 2011).

Effective human relation approaches ensures sound working relations among employees, and also teamwork. Employees should not threaten to report coworkers to superior; any mistake in the production process should be discussed (Feigenbaum, 2009). This is where teamwork comes in because employees work together in solving business challenges. All employees should be encouraged to work as a team, not in isolation.

The errors noticed in the products have negative effects on project parameters. Quality of the product will automatically reduce due to wrong product name and wrong product picture. It is also risky to sell the products with the defects because; customers will doubt the quality and refrain from purchasing the product. Schedule of dispatching the products to the market must be changes to allow for more time to correct the defects. Also, the scope of the project is reduced significantly due to the large scale defects noted.

The project manager must always ensure that the products of Winsome are of high quality standards. It is ethically right for clients and customers to receive the value of money spent on purchasing products; and also to derive

satisfaction from using the products (Juran, 2008). Quality issues can translate into legal issues when an organization provides products with inferior characteristics to customers. Supplying low quality products can lead to law suits; which can be expensive when the organization is directed to pay damages.

Conclusion

Ethical or legal issues revolving around product quality can be solved in one major way; Winsome must always strive to make high quality products, which meets all the requirements of customers or clients. This can be assured through quality control processes which monitor production process from raw material acquisition, manufacturing and finally packaging and transportation. Customers will be satisfied when their needs are met by the product.

References

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