

Hank Kolb, director of  
quality assurance



Hank Kolb must find a way to stop the company's quality problem and somehow improve it. I. Viewpoint • Hank Kolb, Director of Quality Assurance must look into the company's quality problem and seek his knowledge to improve it. II. Statement of the Problem • What can Hank Kolb do to setting up a continuous improvement program and improve their quality performance on producing a zero-defected product? III. Objectives • Hank Kolb must find a way to stop the problem and continue on their operations. • Setting up of continuous improvement of their business processes. IV. Areas of Consideration (SWOT Analysis)

Strength – Weaknesses – The fundamental problem is management in general and senior management lacking the policies and visible support of a quality matters in particular. – There are still many other problems affiliated with quality control. – The lack of management assurance of quality was evident once a chain of actions was being done wrong. Such actions are putting schedule and market share above quality and safety, poor attitude about quality on behalf of the entire organization. – – They viewed quality as a secondary added value which was seen as an obstacle in doing their job. Their problems are lack of purchasing, design, and testing processes, inspections that are after the fact without in-process controls or feed back loops. It also leads to a lack of product tractability, quality maintenance records of the equipment so improvement or stabilization data is not available. Thus all decision was made with no data in mind