

Bjb business plan

Business



Manufacturing Company Quality Management Initiative Proposal Team A
MGT/420 September 29, 2012 Belvia Payne BJB Manufacturing Company
Quality Management Initiative Proposal Part I: BJB Manufacturing Company
Quality Management Initiative Proposal Every company wants to be
successful and with doing so there are many issues that have to be set and
followed. Several ideas of success for BJB are quality, quantity, and
production.

BJB will establish a quality management system that will monitor every step
in each process to ensure only the best quality, quantity, and production are
made and every order is made for our customers and future customers. BJB
selected Karoru Ishikawa's theory because his theory expressed the
sentiments and principles about quality BJB managers would like to employ.
BJB will address specifically how this theory will benefit the company and
how the process is driven and will drive the customers to purchase the
company's product.

BJB will also describe how the company will apply the quality requirements in
manufacturing and in the service industries. Determine what needs the
stakeholders may have for BJB's products Two things that BJB needs to
consider are the needs of the company and the needs of its consumers.
According to " Understanding the Needs of Stakeholders" (2007-2012) the
key needs of a stakeholder are; " review the various types of stakeholders
their working requirement, needs, and wants; participation in the formation
and implementation planning of the project; providing them knowledge of
the project evaluation criteria and risk.

Keep regular communication and feedback throughout the project; respect the committee's consideration and respect their values; and complete a project completion evaluation and reporting back to the committee. " The stakeholders of BJB have high standards for our company and expect high expectations from the employees of BJB and need feedback from every level of the team to ensure that BJB are meeting the needs and demands of the customers. The stakeholders will also expect a survey from our customers to make sure they are satisfied with the product.

Analyze the product and needs of BJB Blue Jasmine Brothers (BJB) Manufacturing Company has an impeccable reputation in the home electronics market. BJB has pragmatic aspirations of manufacturing high-end compact disc (CD) changers for new and aftermarket automobiles. The organization has comprised a unit that can mount either under the driver or passenger seat or in a pre-designated location in the rear, glove compartment, or trunk of a vehicle.

The unit dimensions are relatively small only six" x nine" in diameter.

The unit houses a cartridge that has the capability of storing six or 12 CDs granting the user endless of hours of musical enjoyment. BJB's design will incorporate two distinctive connections for new and aftermarket cars. The unit for new cars will incorporate a direct-link connection to the factory car stereo or BJB has an optional aftermarket stereo capable of manipulating the unit via remote or through direct access of the head-unit. BJB's second link will employ a radio-frequency connection. The unit will house a two-inch display that uses a pre-determined radio station for audio output.

With either set-up, BJB will need specifications for each car manufacturer's automobiles to determine the best location and installation of its CD changer. BJB's CD changers are elite in the world of automotive electronics. The organization produces its units to exacting specifications, which yields the best possible performance. BJB has produced quality audio entertainment units for several years and with this new venture the organization's reputation must remain at the forefront to ensure that a superior product is installed in each automobile.

BJB has to ensure each car manufacturer that its product will enhance the value of their automobiles.

BJB's design team will work in conjunction with each car manufacturer to assure that each unit produced is aesthetically appealing and will remain functional throughout the lifespan of the vehicle. Quality Management Process BJB manufacturing quality approach will include quality control, quality improvement, quality assurance, and the implementation of quality management. The quality management process is important within BJB Company's strategy because it ensures the products produced, in fact meets the necessities of our clients. The quality management process will ensure the company improves the quality of the products. The quality process has a set of specific measures that guarantee the product produced by the company " fit the purpose. " The quality process involves setting goals, for which both companies agree; afterwards the quality assurance team checks and rechecks for the possibility of failure, and the effects of the product from the engineering to the experimental design phase for reliability and durability.

The quality control process measures and reports the tangible quality of the CD players.

As part of the quality assurance process, any issues identified must be resolved promptly. The quality management process is implemented to ensure that the company improves the quality of the company products. Whether the products are, produce for primary sales or the car manufacturing aftermarket an efficient quality assurance and quality management process are valuable. By implementing the quality management process, the management team can make sure that the company's output mirrors the outlook for the consumer. The management approach will be shown in the value, price, and quality of our products.

BJB's manufacturing will remain revolutionary when regarding creative innovation of its CD changer designs and features. Roles of Leadership BJB's chairperson has assigned five team members committed to overseeing the strategic planning for its organization's products. BJB leadership understands the process to quality planning, which is implementing their customer needs and the concerns of its consumers. Any organization knows that before a company can design or sell a product it must have a contingency plan because of possible failure. Developing of BJB Quality Process

BJB knows there are other competitors competing to get their CD changers or stereo equipment into new and aftermarket vehicles.

BJB is implementing a plan to meet the needs of the consumer. BJB has to have a sense of quality control when developing their plans for the CD changers installed into new and aftermarket automobiles. During the

developing stage of planning BJB's leadership knows that monitoring the buyers of the vehicles, monitoring the level of the consumer perception, monitoring to make sure the products are purchased, and if there is any action needed customer service is prompt and efficient (Leadership Guide, 2012).

Implementation of BJB Quality Process The quality improvements for BJB's CD Changers were aided by individuals testing and making plans to reach higher levels of performance. In this stage individuals working for BJB would come up with new ideas to make quality performance increase by 12% more than the organization thought possible.

BJB has start putting the CD Changers into vehicles with the changes made that will improve the quality of the CD Changers for the customers.

Since, the CD changers have been improved to satisfy the consumer BJB can focus on finalizing an agreement with the automobile manufacturers; and of utmost importance coming up with a plan to keep current customers and attract new consumers. What theory best fits BJB's Successful Implementation Project BJB Manufacturing believes in Kaoru Ishikawa theories to improve the way employee's feel about the quality process. Becoming satisfied with merely improving the quality of products is something that BJB has stressed that their managers do not replicate.

Instead, BJB urges managers to emphasize quality as an essential component for success instilling quality throughout the process; from the experimental design phase of a product to the manufactured goods purchase

by an end-user (Foster, 2007). BJB believes that quality control calls for a consistent proactive customer service posture.

Standing on the premise that customer service is infinite and that it should continue all the way through product development and sales; it is BJB's belief that quality should extend throughout the company at all levels of management and beyond.

Considerable gains in quality improvement by management's use of Ishikawa's theory have resulted in detailed advancements for a multitude of organizations. BJB's use of quality control helped the company reach its potential, at the same time, see the consequences, and find the cause of defects. Improvements in quality, provided by zeroing in on problems, were in this process from "entry level" to upper management. In Japan one of Ishikawa's colleagues, Dr.

Deming, copied methods and used them to teach Total Quality Control during World War II; both Deming and Ishikawa's use the theories as tools in the quality management process (Foster, 2007). Ishikawa believed in several important quality tools: education, training, goals, control, implementation, the effect of implementation, and action. Additionally, Ishikawa's theory to the concept of quality control and improvement performed well within the framework of Deming and Juran. Ishikawa uses Japanese philosophy, to draw from and to understand his weakness with worldwide acceptance.

Ishikawa believed in leadership and support from upper-level management.

As a continual persistence for BJB management to assure improvement in quality, programs are implemented to maintain direction and purpose for the

organizational structure. Deming and Ishikawa understood that an unyielding commitment from the entire management team over the employees is an important part of a successful organization. Ensuring control of all areas and staying on top of improvement needs is an integral part of quality within the product's life cycle not just through production (Foster, 2007).

Even though Ishikawa stood firm on his belief in quality improvement, he believed that principles were just as much a part of the quality improvement program and it should show change. Customer fulfillment is the primary source of decision-making and BJB believes is the corner stone of a quality business; along with values. Another of BJB's standard is that employees and managers are to meet the consumer needs; from these needs, all other decisions should stem.

Besides his own theories, Ishikawa believed in expanding on principles from other quality leaders, including those of one man's theory; Edward Deming, creator of the quality process.

Ishikawa expanded Deming's method into the following 11 steps: education (training), knowing the customer requirements, removing the causes not the symptoms, understand that quality is everyone responsibility, quality control is ideal when inspection is obsolete, eliminate confusion between objectives and means, marketing opens and closes quality, quality first, management must remain coherent when engaging personnel, the seven tools of quality control will resolve 95% of organizational problems, and statistics without factual information is false data. Process driven and quality driven requirements

With these 11 steps in place this will help develop a product that employees would be proud to make and sell. Education and training of the product would help BJB have more knowledge of the CD changer and how it operates. If there are defects then the employees would know how to fix the problem and make it better and not to produce a defected part. This process will be driven by the employees knowing what defects to look for.

It will also be customer driven because the product will be free of defects and the customer would not have to replace the parts unless it was worn out.

Knowing the customer demands helps because this way BJB will not be late on the orders and BJB will know what the customer expects BJB to comply with. The specs on the customer's blueprints will show every detail that the customer requires BJB to make their part to. Control is a step that will stay in place so that BJB make sure that all parts are in spec and this will be looked at a close angle so that the employees know that quality is important to our customer to keep the orders in the future.

When there are problems with the product BJB will make sure that every effort is taken to make sure that the problem is resolved and will be removed and not just look at and put on the back burner for a later date. Quality control is every person's responsibility at every station of the process.

Every person at BJB will make sure that quality is first. Make sure that the employees put quality first and then set the company sight for long term goals. Marketing the product will help BJB sell the CD changer due to the quality and the style of the product.

Customers want the best product for their money. With marketing the product the right way to the customers will make the company money and our customers happy. Top management must be aware of any problems at all times and not show anger when facts are presented to them.

They should stay calm at all times and come to a conclusion on how to fix the problem. If anger is shown then BJB's employees will not care about the product and they will rebel against the company.

With 95 percent of the problem that most companies have can be resolved with the quality tools that are in place. The same quality tools that are in place for the company can also help if a customer has any issues with the product. Make sure that all data is kept from inspection in case there is a batch of product that may be put on hold for a defect.

This will help the quality team narrow down where the problem started and how far to go to make recalls or test the product if it is still at the plant.

Quality is the best interest of the company not quantity.

Conclusion BJB will establish a quality management system that will monitor every step in each process to ensure only the best quality, quantity, and production are maintained and every order is prepared for our customers and future customers. Several ideas of success for BJB are quality, quantity, and production. Two things that BJB should consider are the needs of the company and the needs of its consumers. Education is a mainstay for quality.

Kaoru Ishikawa's belief that quality should begin and end with education is an utmost principle for BJB.

BJB's confidence in Ishikawa's 11 principles will assist the organization in its quest for Supreme quality for its processes, organizational culture, product design, and personnel. Quality first is the number one priority. References A Leadership Guide to Quality Improvement (2012). Retrieved from [http://www.](http://www.nhtsa.gov/people/injury/ems/leaderguide/index.html)

[nhtsa.gov/people/injury/ems/leaderguide/index.html](http://www.nhtsa.gov/people/injury/ems/leaderguide/index.html) Foster, T. S. (2007).

Managing quality; integrating the supply chain (3rd ed.). Upper Saddle River, NJ: Pearson, Prentice Hall Understanding the Needs of Stakeholders. (2007-2012). Retrieved from [http://www. change-management-consultant.com/needs-of-stakeholders.html](http://www.change-management-consultant.com/needs-of-stakeholders.html)