



Measuring The Effectiveness Of A Quality Improvement Process For Automotive Design And Manufacture

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This thesis investigates approaches to measure the effectiveness of a quality improvement process. A number of industrial companies were examined using questionnaire and interview methods to establish their approach to Quality and how they learned from Quality History. The Quality Improvement Process, called the Quality Criteria Process (QCP), is a targeted, structured and systematic approach to Quality Improvement. Two case studies from the sponsoring company are used to illustrate how quality improvement in Automotive component design and design for function could be achieved by learning from previous experience and use of Quality tools and statistical methods. The approaches taken to establish methods of measurement of the QCP are based on existing data, product information and are coherent with corporate targets.

It was concluded that the "QCP" does work and is, for the examples shown, beneficial in terms of quality improvement. Recommendations are made for other possible methods of measurement.

Keywords

Customer Focused Engineering, Quality Improvement, Reliability, Weibull Analysis, Effectiveness, Warranty, QFD, Automotive, Component, TQM.