

FlowRATE Newsletter - September 2015
The Quality Corner

This...is...Quality Q & A

By Jane Lovett, Quality Manager – JLovett@SVF.net

Recently, I watched “Jeopardy” and felt solid about my performance as I was running all of the categories. Then, I realized I was watching *Kids Week* on my favorite show! “Who is *not* smarter than a 5th grader, Alex?” We all enjoy being conversant on various subjects, even if we just scratch the surface of a topic. In this article, your quality questions will be answered and hopefully will make you think about how these subjects can assist you with your processes!

Q: What is Quality Assurance?

A: A program for the systematic monitoring and evaluation of the various aspects of a project, service or facility to ensure that standards of quality are being met. *Definition per Merriam-Webster*

SVF Flow Controls, Inc. systematically monitors and evaluates our quality system on a daily basis. However, on an annual basis, our ISO Registrar monitors SVF by performing a surveillance audit. SVF had a surveillance audit last month and we passed with flying colors! SVF is directing our continuous improvement efforts toward the goal of customer satisfaction.

Q: What is Non-Value Adding Processing?

A: Anything other than the minimum amount of equipment, materials, parts, and working time absolutely essential to production. *Definition per www.leanmanufacturingtools.org*

How can a company assess what is non-value adding processing? There are many quality tools in the Lean toolbox, which include Time and Motion Studies, Process Flowcharting, and Value Stream Mapping. The goal of all of these tools is to eliminate waste, double-work, having to go backwards in the process, and find the most efficient ways to get the work done. SVF Think about how many steps it takes to complete a particular task.

Points to Ponder...

- ✓ Could you reduce your workflow by simply automating a process?
- ✓ Is it possible to reduce your keystrokes by adding a formula?
- ✓ Could you reduce your processing time and our natural resources by going paperless?
- ✓ Organize your workflow by having a linear path. Work comes in, gets processed, and goes out. No need for rework by touching the work once and doing it right the first time.

Q: What is Cross-Functional team?

A: A group of people with different functional expertise working toward a common goal.
Definition per www.wikipedia.com

Teamwork really is the backbone of most successful ventures. Going it alone often can prove one-sided and short-term. The benefit of a cross-functional team is to have differing perspectives and experts in his/her own area that spur innovation and creativity to problem solve. A quality system only works if all of the team is working together toward a common goal. The common goal we have at SVF is satisfying our customers every time.

Jane Lovett can be reached at our office at 800.783.7836 extension 226, or email at JLovett@SVF.net

“What do you need today?”™