

The Accuracy Controlled Enterprise

A Powerful New System that Standardizes
Workflow Management for Successful Defect
Prevention, Failure Elimination and Error
Reduction in all Business Workflow Processes
requiring Decision-making

*An 'accuracy controlled enterprise' uses 3T 'targets,
tolerances and tests' to deliver fully complying
products and services 'right first time'.*

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Contents

Preface.....	3
Introduction.....	4
1. Failure Prevention and Defect Elimination.....	6
1.1. Variability in Outcomes.....	7
1.2. Controlling Variability.....	8
1.3. Defect and Failure Creation.....	10
1.4. Defect and Failure Management.....	11
1.5. Defect and Failure Elimination.....	12
1.6. All Work is a Series Process.....	13
1.6.1. The Problem with Series Processes.....	14
1.6.2. The Ever-Present and Clear Danger of Human Error.....	16
1.6.3. The Control of Human Error with Error-Preventing Work Processes.....	18
1.7. Removing Bad Work Processes throughout the Life Cycle.....	22
2. Controlling Accuracy – Removing Error.....	24
2.1. Accuracy Control – The Purpose of Targets in Operating Procedures.....	24
2.1.1. The Need for Tolerances in Procedures.....	26
3. The Accuracy Controlled Enterprise (ACE) Failure Prevention System.....	28
3.1. Defect Elimination and Failure Prevention: 3T - Target, Tolerance Test - Procedures.....	28
3.2. The Best Answer is to ‘Error Proof’.....	31
3.3. Senior Managers are the Leaders of ACE.....	33
3.4. Developing ACE Procedures.....	34
3.4.1. Easily Definable Standards and Measures.....	34
3.4.2. Difficult to Define Standards and Measures.....	35
3.4.3. Handling Procedural Non-Conformances.....	35
3.5. Extra Benefits of Being an ACE.....	36
3.5.1. Far Fewer Downstream Problems.....	36
3.5.2. Less Expensive to the Operation.....	37
3.5.3. Better, Faster Training In-built.....	37
3.5.4. Less Highly Skilled Employees Needed for Less Cost.....	37
4. Raising Standards - Intentionally Improving Skills.....	39
4.1. Systematise the Learning Process.....	40
4.1.1. Develop Training Plans for Each Person.....	40
4.2. The Importance of Raising Standards.....	41
4.2.1. The Cost of Poorly Written Standard Operating Procedures.....	42
4.2.2. The Best SOPs Can Be Done By The Least Skilled People.....	42
4.2.3. Train and Retrain Your People to Your Standard Operating Procedures.....	44
4.2.4. The Focus becomes Improving the System Performance.....	45
5. The Power of Visual Control Measures.....	46
5.1. Visual Control Measures for Continuous Processes.....	47
APPENDIX.....	48
Appendix 1: ACE 3T Procedure for a Pipe Flange.....	49
Appendix 2: Understanding Elite Performers in Population Distributions.....	52
The Curse of Being an Average Business.....	55
Getting More Than Average Performance.....	57
Why Teams Outperform.....	58
Implications for Managing Organisations.....	60

Preface

This ebook presents you with information on how to use one of the simplest and best methods yet devised to detect and stop errors in business processes – the Accuracy Controlled Enterprise. An ACE prevents failures and eliminates defects by having one standard way of doing work accurately so that the business can maximize the efforts and innovation of its people.

The Accuracy Controlled Enterprise standardizes business workflows with standard operating procedures (SOP) that ask for proof of accuracy before considering a task is properly complete. These built-in self-checks prove all is well with the work process and the work is right. It turns people into experts at their tasks who do right-first-time work, every time!

This powerful new method takes the principles of statistical quality control into every business workflow process throughout an organisation, from the boardroom to the basement. By asking for proof of accuracy before continuing to the next task, it drastically reduces the risk of error. Like the carpenter's adage, 'measure twice, cut once, it can reduce the error rate by 20:1.

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Introduction

How many defects, errors and failures can your operation afford each day? Do your people have the time to go back and do a job twice or three times because it was done wrong the first time? Are people happy to regularly accept wasted production and lost time due to mistakes? If not, then do your internal work procedures support doing the job right the first time?

The elimination of error is a major issue in business operation. Errors produce bad, unwanted outcomes. They are wasteful. They take resources and money away from where they were intended to be used. They use valuable time to correct what should have been done right in the first place. Error prevention needs to be actively addressed. Your business systems and workflow processes need to prevent errors happening. If they do happen, you need to be detect them and stop them going further.

You can guarantee correct performance by specifying a target and tolerance in your operating procedures. Having a target and tolerance sets the recognised acceptance criterion. A simple proof-test will confirm if it has been met. Specifying a mark and tolerance range changes the focus from one of simply doing the job; to now doing the job accurately. This results in high quality workmanship and sound operating practices that deliver reliable performance. Those organisations that use ‘target - tolerance - test’ methodology in their procedural tasks move from being a quality-conscious operation to being an Accuracy Controlled Enterprise (ACE).

The Accuracy Controlled Enterprise is much more than a new quality management system. Those organisations that become an ACE simplify quality control down to its most important fundamental parts. They purposely introduce into their procedures defect eliminating and failure preventing methods so they can be certain that their products or services are made without error. They are able to guarantee both internal and external customer satisfaction.

The Accuracy Controlled Enterprise does not focus on quality. Rather it focuses on accuracy of task performance. Accuracy is defined as “the degree of conformity of a measured or calculated value to its actual or specified value.” Figure 0.1 shows what accuracy means. To have accuracy you need a target value and a tolerance of what is acceptably close to the target to be called accurate. ACEs

The Accuracy Controlled Enterprise System of Defect Prevention and Failure Elimination
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understand that if the task is done right, to the required tolerance standard, then the quality is automatically delivered. A secondary benefit, and one that is most profitable, is that a task done accurately the first time is also the least cost way of making the product or service with the equipment available.

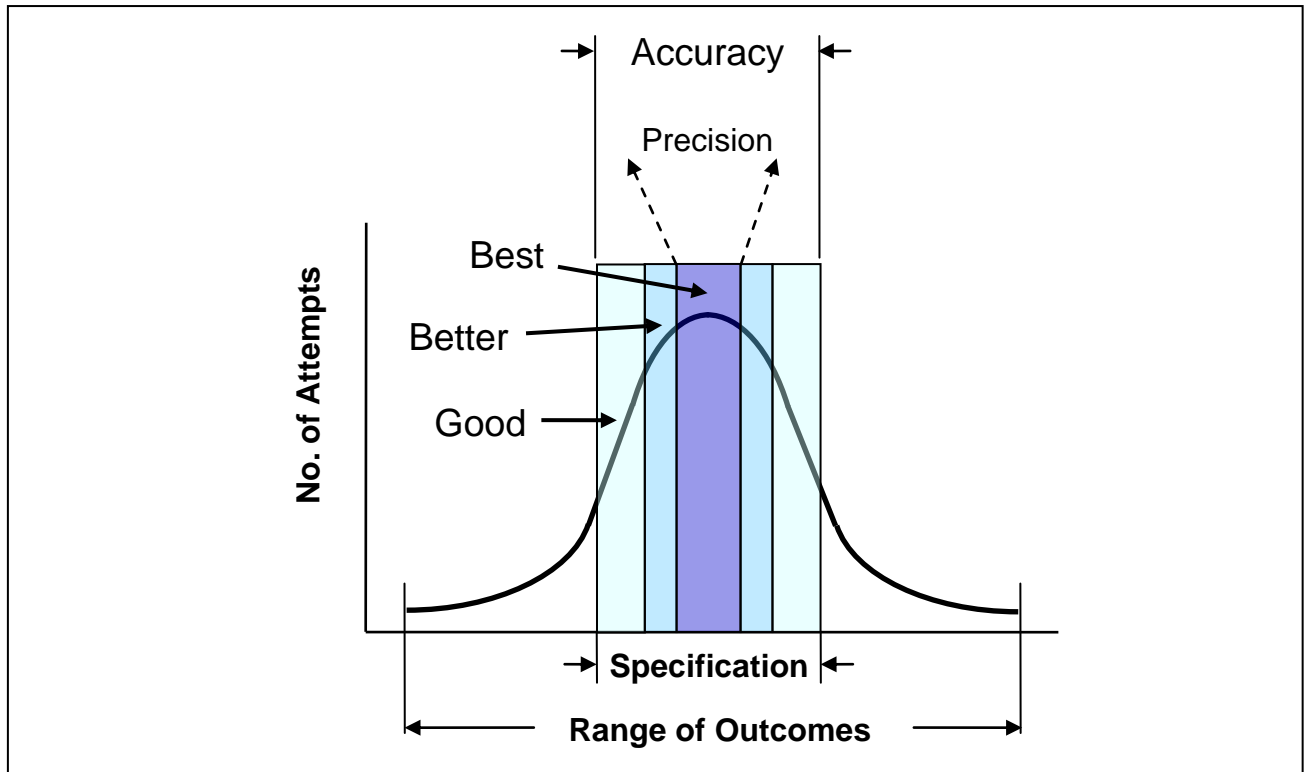


Figure 0.1 – Accuracy and Precision

It is easy to become an ACE. In many cases the procedural documents businesses have already prepared simply need targets, tolerances and proof-tests included. A successful proof-test result demonstrates beyond doubt that the task was done right. It gives people confidence that what they did was correct.

An ‘Accuracy Controlled Enterprise’ delivers fully complying product, at the least possible cost of manufacture, guaranteeing customer satisfaction right first time. Isn’t that what successful business is all about?