

Quality Culture Transformation

Speaker:

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Core Focus of Quality Culture Transformation - (1/3)

Right Behavior & Right Mind-set

- Collective ownership of Quality across functions
- Open environment in lab and on shop-floor to freely raise suggestions
- Quality prioritized as much as delivery and cost
- Essential capabilities (e.g. problem-solving / 5-why habit) developed and internalized at scale

Core Focus of Quality Culture Transformation - (2/3)

Working Ways

- Adequate recognition for quality related achievements
- Aligned integrative review mechanism (Shift, Daily, Weekly, Monthly Reviews)
- Active role modelling of quality-related behaviors (consistent message credibility, Gemba walks...)

Core Focus of Quality Culture Transformation - (3/3)

Quality Operating Systems

- Organization-wide awareness of Quality metrics
- Continuous improvement process deployed for quality
- Simplified and automated systems / processes