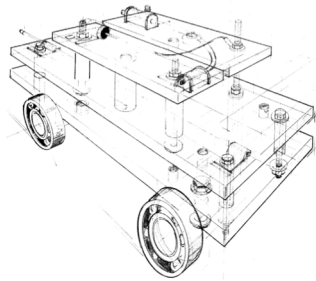




QCDSM
LEAN BUSINESS EXPERTS



The Next Step

An excerpt from the companion manual
on how to
implement and sustain
QCDSM

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INTRODUCTION

Why do you need a Next Step?

How can a company successfully transfer its vision to their people in such a way that the people are as enthusiastic and committed to the vision as they are? On the other hand, you may be the person reading this who needs to implement that vision into the company. This book is written to cover the full scenario.

Many companies have diverse 'agendas'. Any attempt to introduce a vision of what the company can become to the employees as a whole and to managers in particular seems to flounder. The marshalling of the resources and the buy-in needed to steer the ship along one path seems to take up so much time with little result.

I believe that QCD Systems has a mechanism, a process, a system that facilitates this. It delivers remarkable results in so many other different ways as well.

It is called the QCDSM process and any person or organization that wishes to move forward and benefit from new technologies and developments can use this process to reach those goals.

All business ventures in today's climate face many challenges to ensure that the company is able to move forward with managed continuous efficiency and productivity in order to satisfy their customers by improving their performance. This drive is linked to what is now called Lean Management and Manufacturing and QCDSM has been using these principles as the foundation of what it implements for over 35 years.

This book presents the philosophy behind this business system and explains in some detail how it works.

There is no substitute, however, for a hands-on, one on one conversation about the system. You are invited to contact us at info@qcsm.com. Our web site is: www.qcsm.com

The Benefit.

There is a need in business as well as in most human endeavours to go on a retreat. A retreat is simply a method of reflecting on who a person or what a company is and stands for and how well that vision of the person or the company will ensure that it is able to meet the challenges of the next years. In a company setting it is meant to give the key personnel of a company the opportunity to take the time to regroup and to reassess the path that the company is on and whether it is geared to achieve those perceived goals. Usually this will involve inviting a consultant to assist with the next steps.

The market place is changing rapidly and new technologies can catapult competitors ahead of the company. After the 'retreat' with your people and a clear assessment of where the company stands and how it is to move forward, only then can mission statements be developed and other matters be dealt with.

Without really entering into this reflective process and asking difficult questions about the present status of the business and the intended future path, wrong decisions can and will be made.

The common mistake of believing your own advertisements then becomes the greater danger as you advertise the next steps all over the facility. There may be banners and statements and 'rah rah' type announcements but business seem to just go on as usual without much change.

The next step is vitally important. You will need to choose a method and develop a **process** on how to achieve the goals you have decided on after the excellent work during the re-assessment. The secret will be to entrench those goals in the company through a process that will lead the people of the company to the embrace the goals in their own positions and in the departments that they work in.

The Process

No matter what it is you want to achieve, the only way of doing it after the goals have been clearly developed, is to implement a process that will lead all in the company, step by step, along the desired path. No matter your vision, we believe that QCD Systems has the process that the company should use.

The **QCDSM System** of Lean Management and Manufacturing is designed to install a structure and a discipline throughout the company using Lean principles in order to articulate, promote and manage those goals. This structure will enable all to focus on whatever goals need to be achieved. It is a company wide system with checks and balances and with accountability so that from the shop floor to the laboratory, to the finance department and human resources to the top team - all will be focused then on achieving the same goals.

the Human Factor

Any goals that are set can only be achieved with the direct involvement of **ALL** the people of a company. This is true for a sports team, the army and any other organization.

There is an accepted fallacy that once the goals have been set that it will be the 'managers' who will implement them. This is to overlook the vital part that the people of the company must play in achieving the goals. Many ventures have failed because of this oversight.

If the people of the company are going to be the ones who are going to help the company achieve its goals, then all must understand that they need to know not only **HOW** they have to go about doing this but must have a very clear understanding of what the goals are.

Very few people are so self motivated as to fully understand the proposed goals of the company. They are also not as enthusiastic to set about achieving them. In most cases they do not have the 'power' to make the difference because they simply do not have a way to do it.

But, if this 'power' is built into their daily work day and if they are given a road map to follow, then the goals and the means of achieving them will not only be understood but the system will guide them to achieve the goals. Once understood, their interest will be awakened. They will then be empowered.

Even this is not enough, however. Piquing their interest is but a small step. Getting them involved is the main success. How this involvement is achieved is what QCDSM is all about.

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