



Winter  
2018

New Zealand



**QCDSM**  
LEAN BUSINESS EXPERTS

# The Next Step

QCDSM/QCDM establishes the practice of Continuous Improvement throughout the Supply Chain of any business with full employee participation based on Lean principles.

Since 1989 we have had the privilege of working with a number of different companies on all five continents. The experience we have gained is remarkable. What is QCDSM/QCDM and how can this system involve all your people in continuous improvement thus becoming the LEAN business culture of your company?



Editorial by Peter J Paola and Willem J Botha,

Our website contains much more information and we invite you to visit it: [www.qcdsm.com](http://www.qcdsm.com)

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## The QCDSM/QCDM System - The Culture Change Agent

This Newsletter is a follow up to our Spring letter approaching the QCDSM/QCDM System in a different way.

Those who have already implemented it into their companies are seeing how the methodology literally changes the culture in the company. The most important change is noticing how employees have become involved in their areas. More importantly, how they are now aware of the importance of the Supply Chain process through which every company relies on for profits, safety of employees and the quality of their product and service. We have been told how the process has improved the bottom line by eliminating wasteful practices and how this has improved their delivery and has had a remarkable effect on the morale of the people.

We asked you in the Spring newsletter:  
How is it going?

Everything we have stated in the above paragraph is what the system is designed to implement. So often new ideas, methods etc. meet resistance. This is understandable. However, if you implement a systematic process that overcomes this resistance, this is the first step in challenging and changing the culture of the company.

We also value any comments you may make regarding the use of the System

The purpose of our writing to you is to offer you the opportunity of 'servicing' your system so that you are obtaining the best performance.

As you are aware the normal implementation begins with the Try Z Seminar. Therefore, with the change of personnel and leaders, perhaps there are some who have not experienced this remarkable seminar. The seminar is a game-changer as supported by all those who have attended it.

**Secondly, for those companies which could not begin with the Try Z, we implement the Green Room meetings in a pilot process that allows selected departments to experience the force of the process. In every instance this has resulted in a subsequent full implementation.**

There have been a number of companies who had already taken the bold step of implementing Lean methodologies and have been using these for a period of time. When we either presented the Try Seminar or used the pilot process, the feedback to us has been that this was the system that was missing to bring together everything that the company wanted their investment in Lean methodologies to achieve.

For this reason, we are writing to you to offer you a method of servicing your system using modern technology OR asking us to visit with you to conduct an on-site assessment of how you are doing. New companies: A third option is to implement a pilot using Green Room meetings. Please take a look at the methods we are offering and let us know your preference.

**What is involved?**  
If you decide to 'SERVICE' YOUR INVESTMENT, QCD Systems has three scenarios to provide the service.

**Second Option**  
We will set up a training intervention in your facility to not only conduct the Try Z Seminar, but also to assist you in reviewing the Green Room meeting structure.

**First Option**  
Using the internet, and apart from the Try Z seminar which must be on site, we are able to assist you in reviewing and assessing the Green Room meeting structure in place in your company.

We do this remotely using the Internet.

**Third Option**  
Implement a Pilot Green Room.

**Other options**  
There are a number of other QCD training sessions enabling the system. For example we provide training on how to write and establish procedures, the backbone of continuous Lean management, which we call the DPS' - (Detailed Process Sheets)

We can provide you with .pdf copies of training materials and any literature you may need to ensure compliance with QCDSM. Please also visit the updated web site and read through the various tags.

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**SQCDM/QCDSM**

**in action**