



TECHNOLOGY AND BUSINESS EFFICIENCY - A SOLUTION FOR THE QUALITY PROBLEM?

NORTH JERSEY SPRING QUALITY CONFERENCE

APRIL 18, 2024

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BUSINESS “EFFICIENCY”

What you hear	What you get	What should be done
We’re going to right-size Quality (by non-Quality leadership)	Arbitrary reductions to Quality staff and budget Quality charged with closing issues identified by quality	Ensure Quality leadership is embedded with program/product, but has independent path
Quality costs us 1 - 2 points	Dollar value of Quality not understood by leadership	Leverage CoPQ to show where issues are occurring, compare to CoGQ
Certification (AS, ISO) cost is high yet we still get Quality issues	Unclear leadership support for Quality’s value statement	Ensure layered audits are effective between certification reviews
We use our XXX company Quality System instead (of AS or ISO)	We have no Quality Management System	Run!!!
We can only afford X critical items	Risk ID and attention limited by arbitrary budget	Adopt a risk-based approach to prioritize
Risk budget applied uniformly	If all risks are considered critical, then nothing is critical	Adopt a risk-based approach to prioritize
Separation of Safety & Quality	”Silo” management	Integrate common areas of Safety & Quality (eg CAS, process, RCCA)

EVOLUTION OF QUALITY & TECHNOLOGY

- 25+ YEARS AGO – MEASURE & MANAGE
- 15+ YEARS AGO - AOI
- 10-15 YEARS AGO – ADDITIVE MANUFACTURING
- 5-10 YEARS AGO – REMOTE VIEWING/AUGMENTED REALITY
- 5 YEARS AGO
 - ARTIFICIAL INTELLIGENCE
 - MACHINE LEARNING (30+ YR AGO NEURAL NETWORKS WITH AUTONOMY)
 - IT SYSTEM “SILOS”
 - “QUALITY 4.0”

Make the technology work for you, not the other way around

MISSION ASSURANCE/QUALITY CULTURE MATURITY



POTENTIAL PATH FORWARD

- CONSIDER WHERE YOU NEED/WANT TO BE – AVOID CHASING FADS AND FASHIONS
- KNOW YOUR ORGANIZATIONS QUALITY CULTURE!!
- CONSIDER WHAT IS WORKING? WHAT IS FAILING? COST OF FAILURE? (COPQ)
- PRIORITIZE WORK (E.G. CRIT 1, CRIT 2, ETC) – IF EVERYTHING IS CRITICAL, THEN NOTHING IS
- WHAT IS THE COST TO IMPROVE?
 - INFRASTRUCTURE OVERHAUL
 - NEW TOOLS/APPS/PROCESSES
 - TRAINING
- DETERMINE THE ROI TO IMPLEMENT IMPROVEMENTS
- BONUS – BLENDING OF QMS AND SMS – NOT COMPETING/DUPLICATING EFFORTS (CAS, RISKS, VERIFICATION OF CONTROLS, ETC)

A solution may lie in the **RISK** and **ROI** discussion

QUESTIONS?

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