

Topic: Setting quality and associated measurement goals

How did you accomplish this topic during your implementation?

Using RQMS and RQMS precedence. On occasion use customer contractual expectations. Another method we employed is having a central approval team to ensure objectives are set with a certain level of consistency. Due to the centralized nature of our reporting team we also maintain objectives in one location. We expect to use UTD benchmarks to supplement our methods once the benchmarks are more accurate.

What resources/tools/vendors were used to accomplish this task?

Internal product/market SMEs...

Was there any benchmarking activity?

No.

What lead you to use this method?

Several years of evolution...

What worked and what didn't work?

Having this activity managed from a central business focused team works well. Organizations should avoid having disassociated quality groups setting quality targets unless they have been sanctioned to do so.

What recommendations do you have for others attempting to use your method?

Ensure you have a keen sense of the market expectation before deciding your quality goals. Also, involving key stakeholders ensures target are set without bias.

How did you measure the effectiveness of this method?

NA