

A close-up photograph of a wooden pencil with a sharpened lead tip, resting diagonally across a document. The document features a line graph with a vertical axis marked with '100' and '50'. The pencil is positioned over the graph, with its tip pointing towards the lower right. The background is slightly blurred, showing more of the document and the pencil's body.

Quality control circles QCC

What is Quality Control Circles - QCC ?

- ❖ Quality Control Circle – QCC was initiated in Japan in 60s year to improve the quality of products and services and build a people-centered corporate culture.
- ❖ QCC is usually a small group (from 3-5 people) consisting of people doing similar or related work, who voluntarily meet regularly to discuss issues relate to their job or workplace, in order to improve the quality of work as well as improve the working environment

Characteristics of the QCC group

- Small group: 3-5 people.
- Voluntary.
- Solve simple quality problems within available resources.
- Improvement solutions: specific, creative, effective ,small investment, high benefits, clear results.
- Maintain continuity
- Mastery method (PCDA), improvement tool (7 QC tools)

Organizational of QCC Group

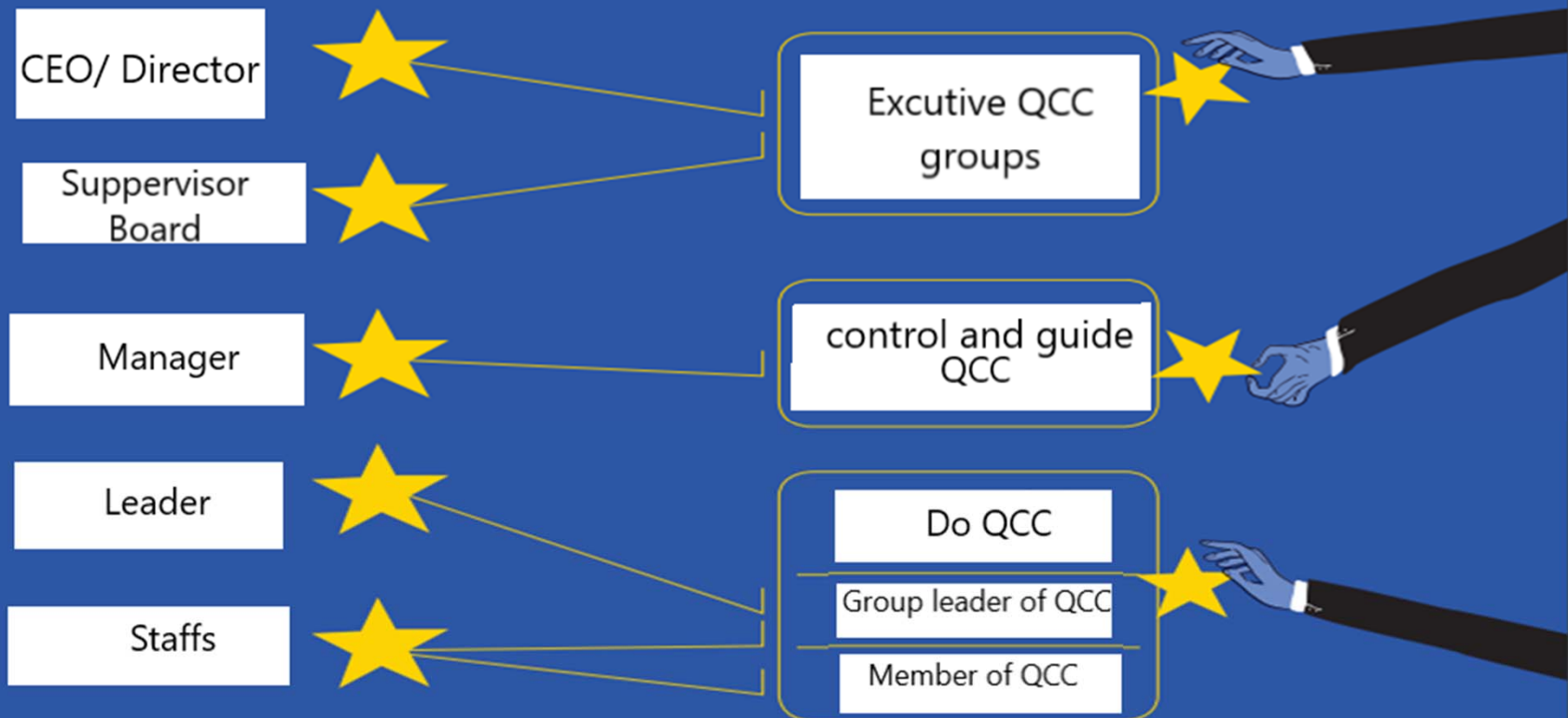
1. The group consists of members of the same production team.

2. Intergroups of different members of the company

➤ The QCC group will meeting before or after working time

➤ All comments and solutions discussed are recorded in a meeting notebook to all person can see

ORGANIZATIONAL OF QCC GROUP IN THE COMPANY



WORKING PROCESS OF QCC GROUP

- 1. Make a list of issues that need improvement** through brainstorming method, make order of priority to solve problems.
- 2. Select the issue from the list** based on priority order or past improvement data and register the issue with the QCC team coordinator .
- 3. Identify / define the problem.**
- 4. Analyze the problem**, determine the cause, put name to the root cause, analyze the data related to the problem. Note that reality should be determined by the employee's own hands and eyes based on the principle of "3 GEN “ Genba- Genbutsu- Genjitsu”
- 5. Establish a policy of action**, identify factors that can affect solving problems, improving problems, analyzing and convincing Director, Manager to implement solutions that the QCC team offers
- 6. Test and check** effectiveness of your solution through monitoring, measuring and comparing data, making necessary adjustments.
- 7. Standardize the solution into a Rules** and Maintain continuity in company
- 8. Long-term monitoring and evaluation**, continue to modify if necessary

Some issues need do QCC in OSCO

1. Implementation of working rules

HORENDO

2. Always remember time is money

2.1 Process improvement → Shorten working time

2.2. Do 5S → Shorten time to search for tools, documents, furniture

3. Finding and replacing goods and materials with the same function but cheaper price
reduce costs →

5. Reduce inventory

6. Reduce costs in each department: labor costs, materials ..

7. NG reduction, NG elimination

8. Improving machines and tools to increase productivity and quality

9. Improve working environment to increase work efficiency

Some issues need do QCC in OSCO

Implementation of working rules

HORENSO

HOKOKU – Report – Báo cáo : This means regularly reporting to superiors / manager on work progress, problems that arise or work being completed..

RENRAKU- Contact – Liên lạc always update information to relation Dept ,not keep it to themselves

SODAN - Consult – Hỏi ý kiến when a problem occurs, should Consult with others to get their advice, instead of assuming that they can fix it themselves



Implementation of working rules **HORENSO**

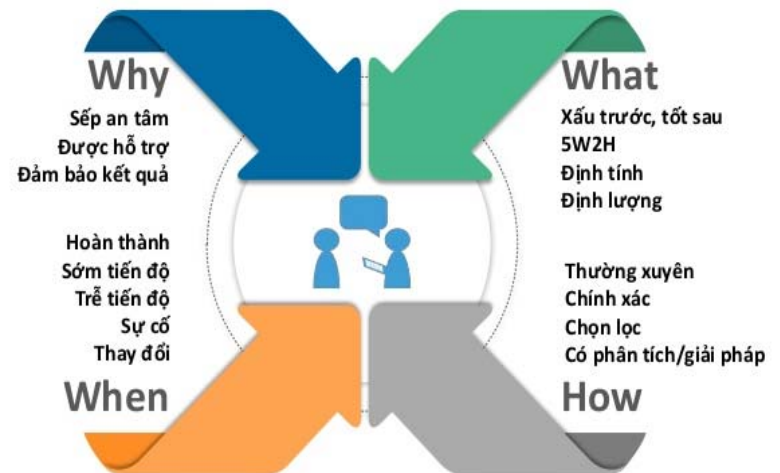
報告(Hokoku): Report -Báo cáo

This is the reporting of work results to superiors, manager including: work results, problems encountered.

Reporting based on the results obtained, the report should be short and concise

Do not ignore reporting

HOKOKU – BÁO CÁO



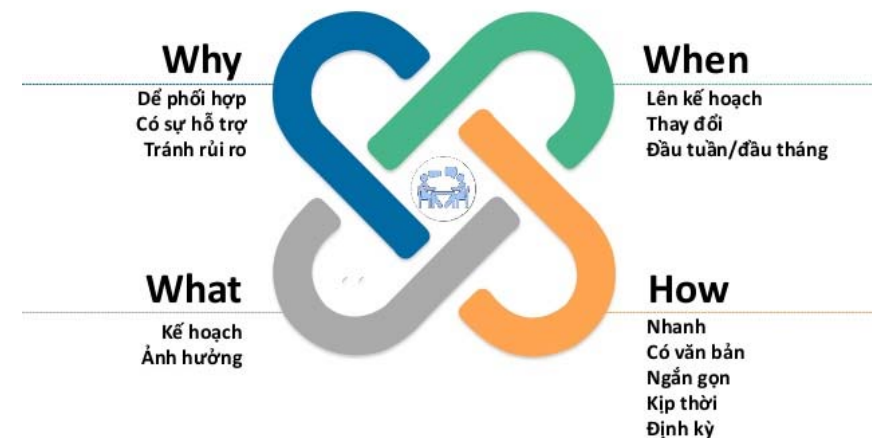
Implementation of working rules **HORENSO**

連絡(Renraku): Contact -Liên lạc

Inform to relation when have problem : leader, member in team , relation person...

- Share information
- Do not add more or change information.

RENKAKU – LIÊN LẠC



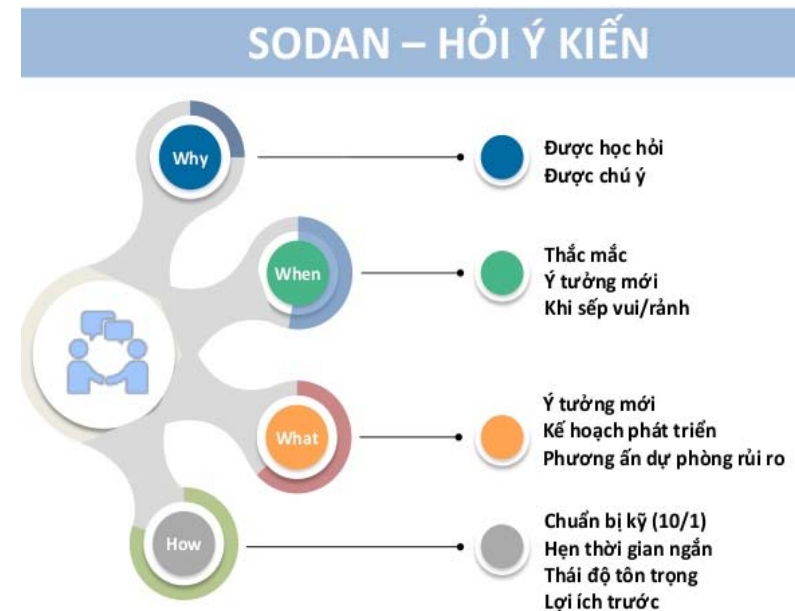
Implementation of working rules **HORENSO**

相談(soudan): Consult – Bàn bạc, Hỏi ý kiến

When have a problem arises, consult with the supervisor or team leaders to come up with a solution.

If you do not understand the issue clearly, you should discuss even the issue is quite small.

Once agreed, the final results must be communicated to relation people.



Reason QCC ineffective activity

- ❖ Do in short time.
- ❖ Can't maintain it.
- ❖ Think QCC as a "part-time job", only do when have free time
- ❖ Often procrastinating do not make an appointment to discuss about QCC ..) don't have motivation to improve.
- ❖ Not proficient in methods and tools
- ❖ Not proficient in skills (teamwork skills, problem solving skills, creative skills)
- ❖ Cannot do a creative solution (not a new solution or take a lot of resources)

Conditions for QCC to be successful

1. Employees participating in QCC must be voluntary and motivated to contribute to develop of company
2. Member of QCC should be the representative for a particular production activity.
3. The issues selected, analyzed and resolved must be completely decided by the members of the QCC, not by Director or Manager. This choice should be respected, even if it does not have any apparent effect on company governance.
4. The QCCs need to have practical and timely support from all Manager even when they cannot imagine the solutions proposed by the QCCs..
5. Member of QCC need to training about problem solving skills
6. Members in QCC have right to select the team leader of QCC by themselves and are not necessarily the team leader in working. QCC team leader position can be rotated.

There should be a manager acting as an advisor (not team leader) to the QCC teams, responsible for helping and giving advice so that members can achieve their improvement goals.