

Why Quality Systems Fail

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IDEAS

id est: people & processes



Or Should We Say ...



Why Quality Systems Suck!

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Who is Pete?



iQA



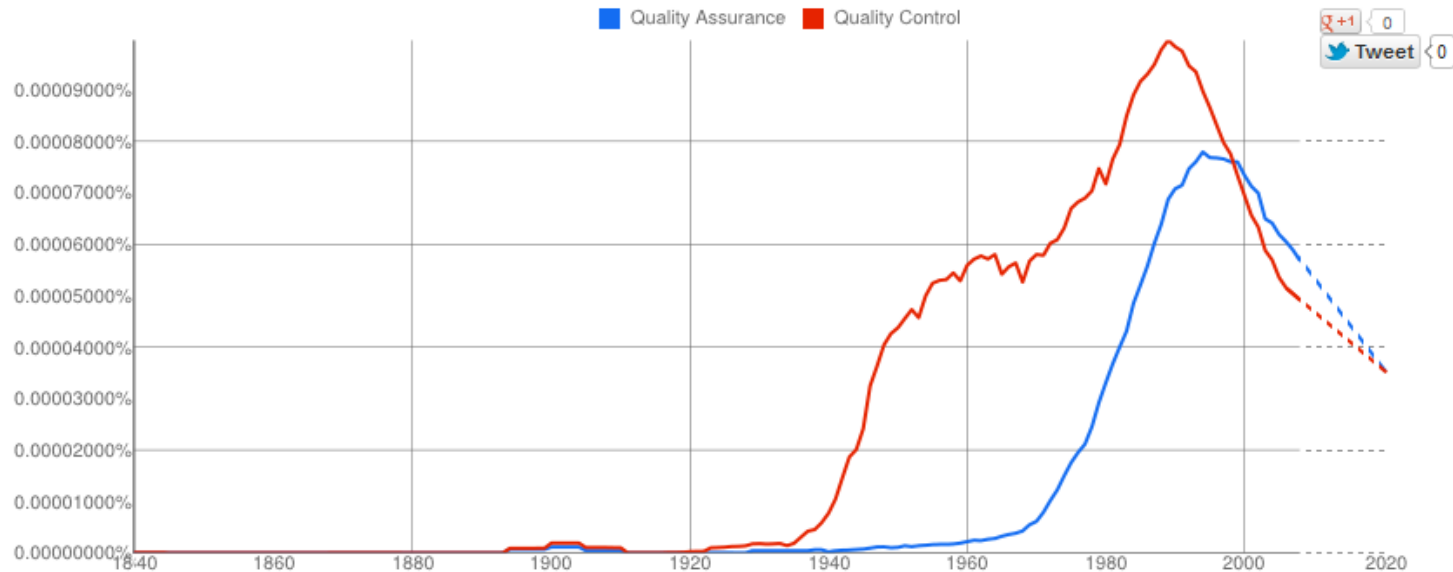
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The Problem

Google books Ngram Viewer

Graph these **case-sensitive** comma-separated phrases:
between and from the corpus with smoothing of .



Search in Google Books:

1800 - 1951	1952 - 1986	1987 - 1990	1991 - 2001	2002 - 2008	Quality Control (English)
1800 - 1978	1979 - 2000	2001 - 2003	2004 - 2006	2007 - 2008	Quality Assurance (English)

Run your own experiment! Raw data is available for download [here](#).



People and Processes

CTI-QP-9.1, Rev 1
CTI Control of Process

Effective Date: 9/29/2003
Page 3 of 7

1.0 PURPOSE

The purpose of this procedure is to ensure that work processes are performed in accordance with established technical standards administrative controls, and that issues are identified. This procedure also provides instructions to stop work if an issue is not adequately addressed or controlled.

applies to activities CTI performs for customer...
the work process quality policy, and
requirements for the performance of work

REQUIREMENTS, REFERENCES, AND DEFINITIONS

3.0 REQUIREMENTS, REFERENCES, AND DEFINITIONS

3.1 Requirements

3.1.1 Standard Processes

1) Work will be performed in accordance with established technical standards and administrative controls. Work will be performed under controlled conditions using approved exceptions, procedures, or other appropriate means.

Figure 1. Process 3.1.1.1) mapped

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How Long to Check?





People & Processes

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