Tmm-6 | Wednesday, February 26 | 1:00 PM – 5:00 PM | 1/2-Day PM (4 hours)

**Course Title:** True Cost of Lab Quality (Customers), outgoing calibration event quality elements, self-assessment, practices and review; ensuring your business reality supports the customer perception

**Instructor:** James Smith, The Boeing Company

**Course Description:** This tutorial on “Realizing Exit Quality” addresses the importance of pursuing and delivery of “realized quality” throughout a laboratories’ entire customer process with a perspective on customer expectations. Methods relating to each core and sub-set process elements will be covered with the goal to achieve, not just in the final delivery of a calibration or test but in each step making up the event. A quality servicing event can be completely undermined by poor supplier/customer communication, lost accessories, poor responsiveness or rework due to miscommunication of needed requirements. Often, we see a weak-link situation growing out of control simply because of a lack of awareness and process discipline impacting a laboratories reputation and bottom line.

This formatted discussion covers methods of understanding the customer needs, routing those requirements through the internal process and then ensuring, prior to delivery that not only compliance is being met but that the customers is receiving what they perceive as a 5-star quality product. How often we see quality services degraded by poor communication, unexpected elongated lead times or disconnected customer focus. Worse yet how often do we witness or hear about a delivery of calibration which went wrong due to poor review/inspection or adherence to procedure/contract/requirements? Significant tutorial time is devoted to varying methods of “Exit Quality”, core types and styles deployed to help guarantee event quality along with discussion of the costs which can quickly multiply when reliance only on exit strategies becomes the crutch. Methods such as record inspection, checklists, signature turnover, random recalibration, shadowing, proficiency assessment, etc. are laid out with pros and cons noted. Those in attendance will be asked to develop a sample plan for the tutorial’s fictitious laboratory with embedded KPIs (Key Process Indicators) and brainstorming of potential cost benefits and hazards.

**Learning Objectives:**

1. Identify when the exit quality phase is initiated.
2. Understand and describe various phases in customer quality expectations.
3. Be able to communicate various methods which are currently deployed for exit quality, their pros and cons.
4. Attain basic confidence in developing a draft plan for quality implementation relating to customer Calibration or Test events.

**Instructor Biography:** Jim (Smitty) Smith has 35+ years of experience in Calibration and Metrology in the Production, R&D, Maintenance and Test environments. Starting with serving in the US Navy as an Instrument man and then in various Aerospace positions with McDonnell Douglas & Boeing. He has held positions in Calibration & Standards, Engineering, Quality, Business and Asset Management across a wide variety of lines of Military, Space and Commercial products. Smitty has been closely involved with and presented at numerous NCSLI, ASQ & MSC events over the past couple decades and currently is the NCSLI VP of Laboratory Operations as a Board member.