

QMS: QUALITY MANAGEMENT SYSTEMS

WHY do mistakes occur?

The TOP TEN REASONS:

- 1) **POOR EMPLOYEE PLACEMENT:** Your employee may not be the right person for the job. Better screening, job descriptions, or testing can help you to place the right person in the right job (with efficient supervision after placement).
- 2) **POOR TRAINING:** Yes, training is a root cause to some problems but, it is not the sole reason why things go wrong.
- 3) **IGNORING PROCEDURES (PROTOCOLS).** Why aren't employees following procedures? Poor management?
- 4) **POORLY-WRITTEN PROCEDURES:** If a procedure is unclear it is a lot harder to follow. Even well-written procedures may not be perfect.
- 5) **OUTDATED PROCEDURES:** Yet even with the right person you could have poor methods that have been outdated but not changed, or at least the changes were poorly communicated.
- 6) **POOR INSPECTION:** This is really about attention to detail, understanding your product, and caring for the output that you are passing on to the next step in the process. Pay attention and take the time to inspect your product and you will reduce a very common root cause.
- 7) **POOR MAINTENANCE:** If you neglect your equipment then it is more likely to malfunction. Lean thinking focuses on preventive maintenance, which means regularly maintaining your equipment to ensure it does not break down in the middle of something important you are doing.
- 8) **POOR ENGINEERING OR DESIGN:** Focus on designing in quality by doing it right the first time and you will avoid this root cause.
- 9) **OVER-PRIORITISING COST:** Are you selecting poor inputs or materials because the price is right?
- 10) **POOR INCENTIVES:** It is not about just money. Recognition of good quality or pointing out poor-quality performance may be all that is needed to send the message that quality is important and thus preventing many of these root causes in the first place.