Process Quality Policy

Purpose and Objective

The Global Process Quality Policy states Fabufacture Ltd's commitment to high quality standards and continuous improvement. It provides several key elements of the drive to ever better processes and products. The policy also makes this initiative as much a personal quest for improved performance as a corporate one.

Responsibilities and Administration

This policy is maintained and administered by the Managing Director.

Definitions

Continuous Improvement – The ongoing pursuit of better performance through process analysis and resulting actions, including modified practices and methods, tooling and equipment, materials, information and other process elements.

Root Cause Analysis – The unbiased investigation of a problem to determine the underlying reason it occurred. Root cause analysis uses a structured methodology, direct observation, and objective information (data) to determine the decisive factors in the occurrence of the problem. The use of Total Quality Tools including, but not limited to 8D, A3, Fishbone and 5 Whys.

Scope and Applicability

This policy covers all Fabufacture Ltd business operations, as well as everyone employed by Fabufacture Ltd.

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Statement of Policy

Every Fabufacture Ltd employee shares a commitment to the continuous improvement and optimisation of themselves, their work team, their processes, and the company to accurately and timely deliver exceptional products and service, thereby creating a superior experience that drives greater customer satisfaction and loyalty.

Fabufacture Ltd employees will work to improve and optimise company performance by:

- Fully understanding and communicating both internal and external customer expectations
- Creating, deploying, following and training to documented standardised processes and procedures
- Operating only equipment that is safe, stable, and capable
- Identifying, understanding, mitigating and managing risk
- Utilising continuous improvement tools and conducting robust root cause analysis to mitigate risk
- Taking action based on valid and objective measurements, direct observation (process surveillance), GEMBA and data analysis

Fully understanding both internal and external customer expectations

Fabufacture Ltd will define key markets, identify customer expectations and purchasing drivers within those markets and establish effective means of measuring and achieving customer satisfaction and loyalty. The key drivers and customer expectations will be linked to Fabufacture Ltd processes cascading from shipment through production to sourcing and product design.

Creating, deploying, following and training to documented standardised processes and procedures

All processes will be identified, scoped and documented. All processes will use customer expectations as a key element in establishing their primary metrics and specifications. Standard practices will be established, documented and all process employees trained and qualified in those practices prior to assuming independent positions on the process. Common processes will coordinate specifications and practices (procedures, templates, tools, etc) to the extent appropriate. All key processes must be quantitatively assessed for stability and capability. Processes will be continually improved, though employees are expected to use the process as documented until a formal change is made to upgrade to new, more capable equipment, materials or procedures.

Holding both internal and external business partners to their commitments

Specifications will be developed and cascaded to connect customer-facing touch points back through each step of product realisation, order fulfilment, and cash application. Data, transactions and materials will not pass any quality gate unless and until each element meets the requirements. External suppliers will be adequately qualified prior to being allowed to submit materials, components, or products for evaluation and acceptance.

Operating only equipment that is safe, stable, and capable

Fabufacture Ltd will operate only equipment that is demonstrated as safe, stable and capable. Each unit of equipment (whether for measurement, production, distribution, information management, or other business function) will be assessed for safety (PUWER when applicable), effectiveness, efficiency and environmental acceptance. Only those that pass a minimum standard will be accepted and utilised. All equipment will be subject to a planned maintenance program.

Identifying, understanding, mitigating and managing risk

Though risk is inherent in any and every decision and action, Fabufacture Ltd will take all reasonable steps to anticipate, identify and mitigate the risks that exist. Risks may affect financial, environmental, safety quality, productivity and other corporate interests. Risks to persons and to business reputation will have the highest priority. Our efforts to identify and mitigate risks will focus on new product performance, process operations from every corner of the corporation, relationship management - with suppliers, customers, governmental organisations, and other stakeholders, business decisions and the business decision making process, as well as all other corporate activities.

Utilising continuous improvement tools and conducting robust root cause analysis to solve problems

All Fabufacture Ltd processes will be subject to continuous improvement. Problems will be resolved through appropriate investigation, rigorous deep DIVE root cause analysis and managed corrective actions with monitored close out. The tools of LEAN, Six Sigma, TQM and related approaches will be utilised as appropriate to identify opportunities for improvement and achieve targeted results. All projects will be chartered and have a management sponsor to assure organisational alignment and resourcing sufficient to ensure success.

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Taking action based on valid and objective measurements, direct observation and data

Decisions and actions will be made based on objective information that originates from valid measurements and data. For routine decisions, especially those embedded in repeating processes, the decision criteria will be established, the data requirements specified and the appropriate decision agents identified. Decision alternatives will also be established.

Mark Grantham
Managing Director
10th May 2013