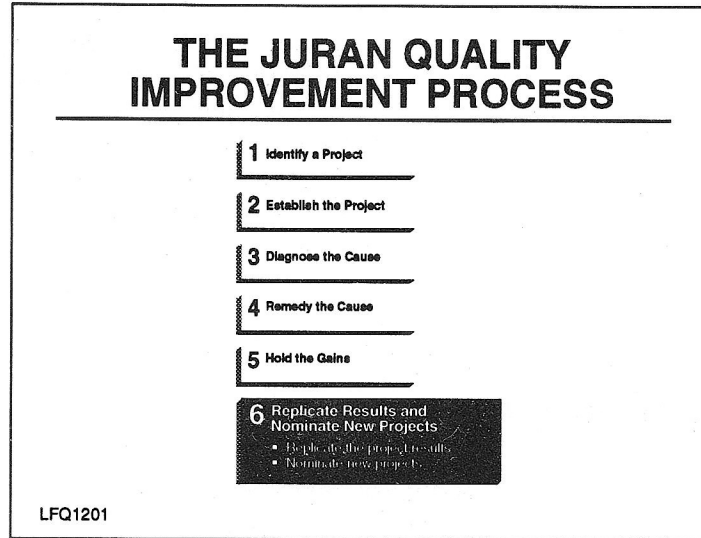

Step 6: Replicate Results and Nominate New Projects

Step 6: Replicate Results and Nominate New Projects

There are two activities to the final step in the Juran Quality Improvement Process.



REPLICATE RESULTS

- Quality Council establishes the project
- Diagnose the cause by validating
 - The problem exists in the new situation
 - Root cause(s) are legitimate in new situation
- Remedy the cause
 - Adopt remedy, with minimum change
 - Prepare to overcome resistance
- Hold the gains

LFQ1202

Nominate New Projects

A quality improvement team is likely to encounter new problems that should be addressed. As these problems are uncovered, the team should inform the Quality Council.

New project nominations usually are discovered from the following sources:

- When defining the scope of a project, the team will focus on the vital few. Sometimes one or more of the useful many should be considered for another project.
- As the team uncovers the root cause of a problem, other related deficiencies may be uncovered.
- At times the root cause of one problem is linked to the root cause of another problem, signifying a pervasive common problem.

The Quality Improvement Process

- 1 Identify a Project**
 - Nominate projects.
 - Evaluate projects.
 - Select a project.
 - Ask: Is it quality improvement?

- 2 Establish the Project**
 - Prepare a mission statement.
 - Select a team.
 - Verify the mission.

- 3 Diagnose the Cause**
 - Analyze symptoms.
 - Confirm or modify the mission.
 - Formulate theories.
 - Test theories.
 - Identify root cause(s).

- 4 Remedy the Cause**
 - Evaluate alternatives.
 - Design remedy.
 - Design controls.
 - Design for culture.
 - Prove effectiveness.
 - Implement.

- 5 Hold the Gains**
 - Design effective quality controls.
 - Foolproof the remedy.
 - Audit the controls.

- 6 Replicate Results and Nominate New Projects**
 - Replicate the project results.
 - Nominate new projects.