FLYING HIGH
with Eagle Wing Education and Training
13 May 2011

Zero Quality Control

**Want to see your company's successes featured in our weekly newsletter?
Email the details of your latest achievements to nathan@ewet.biz**

Zero Quality Control (ZQC)

ZQC is a quality control approach used to help achieve the target of zero defects. It is based on the principle that defects can be prevented by controlling the performance of a process so that it cannot produce defects – even when a mistake is made by a person or machine.

The ZQC approach is one that doesn't point fingers at people. It recognises and accepts that machines and people sometimes make mistakes and finds ways of preventing these mistakes from turning into defects.

Why Zero Defects?

There are three main reasons why zero defects is a goal all manufacturing companies should strive to achieve.

1. Customer Satisfaction

An important reason for producing with zero defects is to maintain customer satisfaction and loyalty. Even one defective product getting to a customer can ruin the company's reputation and in the long run cost the company a lot of money.

For example, pretend you have purchased a TV made by Company X. If the television is defective the chances are you will exchange it for another made by a different manufacturer. You will also be less likely to buy other products made by Company X or recommend its products to friends. You may even speak badly about Company X to others.

2. Cost

A defect always costs something – whether it is the cost of scrapping the defect, reworking the product or repairing equipment damage. All these costs reduce productivity and make the company's products less competitive

3. Foundation for Lean Principles

Zero defects are a key factor in a company's ability to adopt Lean production methods with smaller inventories. Many companies build and store unnecessary stock as a buffer to avoid problems when defects occur. ZQC ensures defects are not produced in the first place

The ZQC system doesn't talk about "fool proofing" a process. It looks to "mistake proof" it. The system recognises that it is natural for people to make mistakes or not to notice when errors are made or a machine acts up – it doesn't mean a person is stupid or foolish.

Mistake proofing uses simple devices to keep errors from ever turning into defects. Many of these devices are created and implemented from ideas initiated on the shop floor.