

The Quality System



North Coast Electric has adopted the Philip Crosby System for teaching the Quality Process. Its top management has attended the Quality Improvement Process Management College in San Jose, California, and the Quality Education System School put on by their own team of trainers. The system is based on defining all work as a process and the four absolutes of Quality Management.

These are identified as:

- 1. The "definition" of quality is "conformance to requirements"**
- 2. The "system" of causing quality is "prevention"**
- 3. The "performance standard" for quality is "zero defects"**
- 4. The "measurement of quality" is the "price of nonconformance"**

The Quality Process is being taught by following the 14 steps to Quality as outlined by Crosby. Those are:

- Management Commitment
- Quality Improvement Team
- Education
- Measurement
- Cost of Quality
- Quality Awareness
- Corrective Action
- Zero Defect Planning
- Zero Defect Day
- Goal Setting
- Error Cause Removal
- Recognition
- Quality Councils
- Do It All Over Again

North Coast Electric has installed, or has operating, eleven of the 14 steps. Each year we will repeat this process, spearheaded by a new QIT. North Coast Electric is committed to the Quality process and is looking for continued improvement as we "travel" the journey to zero defects.