

The Quality System



The heart of our Quality Process is the Measurement System which provides us with a display of current and potential nonconformances in a manner that permits objective evaluation and corrective action.

As North Coast Electric begins its measurement and spreads the education into all areas of the organization, nonconformances will be identified by our Associates who will then be empowered to help reach a solution. As a beginning, and through a survey of our Associates that have been involved in training, we have identified some areas that have a high cost on nonconformance for both our company and our customers.

Some of these are:

- OHB (On-hand Balance) Discrepancies
- Incorrect Order Packing
- Shipping Errors
- Billing/Pricing Errors
- Incorrectly Entered Sales Orders
- Stock Outs on "A" items
- Receiving Errors

Each location -- or Service Centers as we like to refer to them -- will be identifying and charting their nonconformances and prioritizing to give attention to those most costly to both our internal and external customers. We have developed a standard chart which we will use to graphically display nonconformances. This chart is presently being used by our Associates at each Service Center.

Our goal through measurement is to show continuous improvement and clarification of requirements as we proceed toward zero defects.