

Improving Quality through Communication Initiatives

IUCG helps a global manufacturer assess the cost of poor quality

Client's Challenge

- Quality issues due to personnel errors attributed to miscommunications and an unstructured communication practice
- Demanding need to create high quality products to ensure continued clientele and avoid potential loss of contracts
- Lack of detail in error reports made it difficult for management to target issues in production

IUCG's Solution

- Created an interactive, supportive culture by optimizing meetings and crating common goals using communication strategies
- Improved the *Suggestion Process* through the installation of solution huddle board ad by opening up new lines of communication throughout the company
- Broke cross-departmental cultural barriers by suggesting kaizen events to create comprehensive solutions



Project team: Julia, Haylee, Heather, Alex D., Alex J., Anna, Bekah (not pictured)

Business Impact

- Gave the client resources to implement changes and ultimately manufacture at a high-quality level to significantly reduce costs
- Optimized organizational structure within the manufacturing plant to increase efficiency in daily operations
- Through an improved feedback loop, employees across all business units were given the ability to implement solutions and recommend ideas for process improvement

Client's Challenge

Reduce cost of poor quality

IUCG partnered with a global manufacturer to address issues regarding high defect rates. High defect rates were costly in terms of money, time, and client relationships. The quality of the product the client was manufacturing was imperative: their customers demanded precise quality levels. The key cause identified during this engagement was inefficient company communication. This resulted in disconnected employees and inaccurate directions for workers.

IUCG's Solution

Provide suggestions and implementation methods to optimize communication infrastructure

IUCG offered the client a solution comprised of surveys and meetings designed to open more impactful lines of communication. In terms of meeting optimization, the project team suggested different meeting concepts with the goal of creating structure and clear goals for each meeting to ensure effectiveness. The huddle board concept introduced the idea of creating a physical element to center meetings. This gave employees a common place to maintain and monitor daily goals. Overall, IUCG's goal was to reduce cultural resistance to change and cultivate a positive, efficient work environment.

Business Impact

Reduce cost of poor quality by 25% due to modified culture

IUCG was able to give the client the necessary resources and implementation techniques to facilitate a company-wide shift in culture and communication. This shift in culture will eliminate a large quantity of defects that were formerly a direct result of errors in communication. Through a more frequent and effective meeting schedule, improved resources for employee feedback, and an increased focus on cross-departmental communication, the client will experience defect related cost savings while creating a more cohesive work environment.