

Efficiency Management in Quality Operation

cME & Smart-QC Newsletter

March 2009 , Issue 15 - Focused on Dashboard in Quality Operation

Dear Colleague,

Welcome to cResults Newsletter, designed to offer you insights, news, information about Quality Operation Efficiency Management, Software solution: cME (www.cmanageefficiency.com) to manage batch record release and overall QA efficiency, Smart-QC (www.smart-qc.com) for QC Laboratories Planning and Scheduling, events and quality related efficiency improvement ideas.

We hope this issue of cResults Newsletter will spark new ideas to help you better manage your quality operation, and improve your customer service level. At the end of the day, we are not successful unless you are.

Sincerely,

Rafi Maslaton *President, cResults*

Please be sure to register for our upcoming Webinars: Documentation Errors Reduction Methodology and Overall QA Efficiency, KPI in Quality Operation and Resource Planning, Scheduling and COQ for QC Labs.

This Newsletter is dedicated to Dashboard in Quality Operation – Efficiency, Service Level & Throughput

Introduction: The main challenge in developing a Dashboard is to select the most meaningful information and present it to the operation team. It needs to provide in a few seconds an overall picture of the operation.

QC: We have selected to focus on throughput, efficiency, on-time delivery and cycle time. These topics have been dominating today's business environment.

(1) **Throughput:** The items we have chosen are Sample Due for this week vs. how many we have completed. This information presents the total for the week and today's goal. We measure the progress of today's output against the daily and weekly requirements and grade the ratio with Green/Yellow/Red based on pre-defined values. The next item is tests associated with the samples due for this week. We present two values. Tests that were released against total tests required to meet due samples and the additional tests that were campaigned and are due in the following weeks. This gives another indication to the lab team whether they will be able to meet the weekly goal.

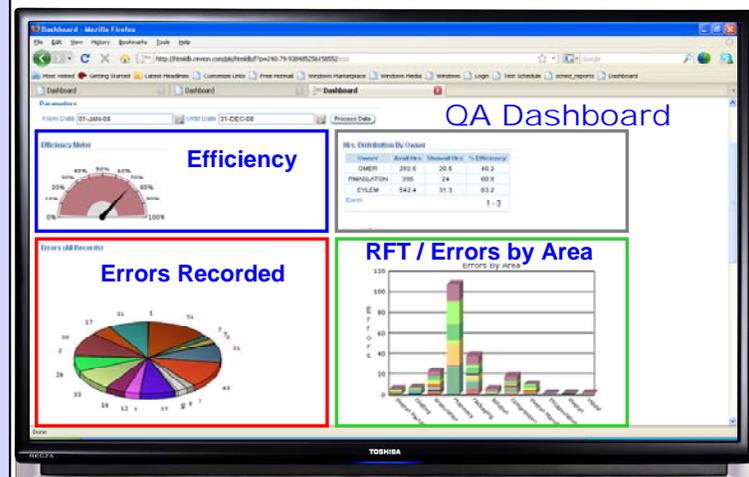
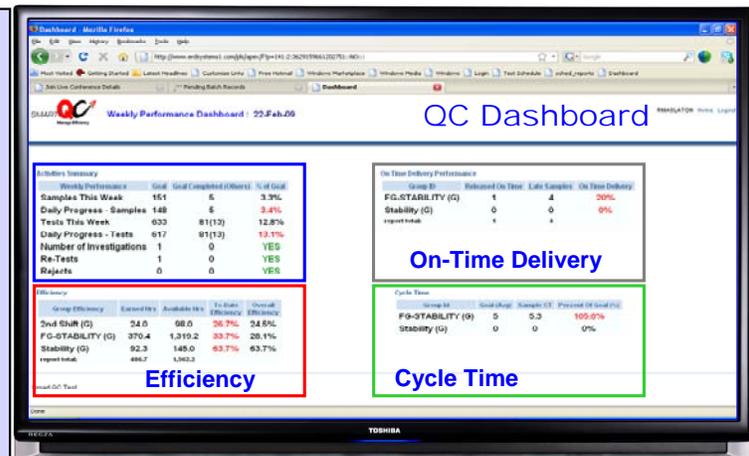
Following these throughput information, we present number of new investigations recorded this week, Re-Tests, Rejects that occurred this week and compare them against the weekly goal.

(2) **Efficiency:** This section of the dashboard compares the earned hrs. by the various teams against their available time and this ratio indicates the efficiency. This indicator is measured against a full week and based on the daily progress.

(3) **On-Time Delivery:** This measures, for each work center, the on-time delivery of lots released during this week vs. their due date. At the end we calculate the on-time delivery percent and provide a Green/Yellow/Red grading based on the defined ranges.

(4) **Cycle Time:** In Smart-QC each product has a target cycle time and the dashboard presents the average released samples cycle time against the comparable cycle time target for each product. Beating the expectations will provide the team with Green color grade.

QA: for QA we have selected a range of information to be presented in LCD located in a central location. We have selected to focus on reviewers efficiency, breakdown of errors and the right first time documentation. Errors by area is also shown so we can track if there is any trend in one particular area and finally we have collected the cycle time per each of the QA activities such as Batch Record Release, Audit, Inspection and more.



Upcoming Events:

- March 13th, March 27th on **Planning and Scheduling in QC Laboratories** www.smart-qc.com.
- March 20th on **KPI In Quality Operation**.
- March 23rd on **Batch Record Documentation Errors Reduction Methodology & QA Efficiency**.

Please visit our web site www.cmanageefficiency.com, www.cresultsconsulting.com, and www.smart-qc.com for the latest events

