

CALL 911 - FOR HISTORY

By: Philip Crosby, Sr.

There is a big emphasis on computer-supported quality control systems today. This is as it should be. The possibility of "real time" data being available to the management team is an advancement.

When an inspector, or a worker, finds a defect an immediate entry can be made at the conveniently located terminals. Then the necessary analysis and action can be made.

Think about the 911 system most cities have for reporting trouble.

"Someone is breaking into our home!"

"Remain calm, ma'am. We have your address on our screen and a patrol car is on the way to your house at this moment.

"How do you know someone is breaking in?"

"There are a lot of scraping noises on the back porch and I can hear two different voices."

"Where are you located?"

"Upstairs in the rear bedroom."

"Lock your door and turn on the lights and the radio. Don't leave the room. The car is just about there. Keep talking to me.

"Does your husband have a gun?"

"Yes, but it is in his den downstairs. Should he go get it?"

"No, it is best not to have a weapon at this time."

"There's a lot of noise out back."

"Yes, the officers have apprehended the potential intruders. They will take them to Headquarters. Could you come down tomorrow morning and fill out some forms?"

"We'll be there, and thank you."

As a result of this incident, the neighbors got together and obtained more street lights and more patrol car visits. The incidents dropped off to nothing.

What happens when an entry is made in the quality control computer?

"I want to report a defect."

"Okay. I will call up the defect category list and you can select the proper one. What is the problem?"

"The piece of sheetmetal is bent so badly that it won't fit. I have to use a screwdriver and pry it into place."

"That is terrible. How long has that been going on?"

"At least a week. I have reported it before."

"Let me check. That is correct, it has been reported 45 times so far this week. I am making a printout at Station 57 so you can see."

"I don't want to see, I just want to get it fixed."

"Isn't your screwdriver working well, we have reports on people using wrenches. Would that help?"

"What I need is someone to do something about this."

"We keep track. I don't have any menu on "doing something".

"Keep track"? That is all?"

"That is all."

ss  
perm/pbc.1  
1024/911