

LET'S TALK QUALITY
VOLUME IV

TAPE ONE
SIDE ONE
QUESTIONS

- #1 1. I HAVE BEEN REAL INTERESTED IN THE DEVELOPMENT OF THE FOUR ABSOLUTES AND HOW YOU STARTED TO PUT THOSE THINGS TOGETHER, BECAUSE THEY CONTRADICT WHAT NORMALLY WE MIGHT BELIEVE.
2. WHAT WOULD YOU SAY THE QUALITY EFFORT IN THIS COUNTRY, THE STATUS OF IT, IS COMPARED TO TWO YEARS AGO AND TWO YEARS IN THE FUTURE? IS IT STILL GAINING MOMENTUM OR IS IT TAPERING OFF?
3. WHAT KIND OF SUCCESSFUL STRATEGIES DO YOU HAVE FOR DEALING WITH SUPPLIERS THAT ARE SUPPLYING YOU WITH A UNIQUE PRODUCT THAT YOU CAN'T GO AND GET SOMEWHERE ELSE?
4. INITIALLY, YOU DON'T HAVE THE QUALITY ASSURANCE PEOPLE, TRADITIONAL QUALITY ASSURANCE PEOPLE, HEAD UP THE PROGRAM, HEAD UP THE QIT. WHEN AND HOW DO YOU BRING THEM BACK INTO THIS PROGRAM?
5. SPEAKING OF SUPPLIERS, WE'RE A MANUFACTURER OF COMPONENTS AND ONE OF OUR SUPPLIERS HAPPENS TO BE THE BUYER...OUR CUSTOMER FOR THE COMPONENT, AND WE'RE HAVING A PROBLEM OF THEM SUPPLYING US WITH A ZERO DEFECTS PART.
6. YOU SPELL OUT A LOT OF GUIDELINES AND METHODS IN YOUR LITERATURE. I WAS JUST WONDERING, DO SOME OF YOUR CLIENT COMPANIES TAKE THAT AND BUREAUCRATIZE AND BASICALLY MAKE THE SYSTEM INFLEXIBLE?
7. IS THERE A CONFLICT BETWEEN ZERO DEFECTS AND DO IT RIGHT THE FIRST TIME AND THE RISK TAKING?
8. YOUR LITERATURE SAYS THAT DEFECT-FREE PERFORMANCE IS NOT THE SAME AS PERFECTIONISM. I'M CONCERNED ABOUT OUR PEOPLE GETTING THAT AS A MESSAGE FOR EVERY PROJECT THAT THEY'RE ASSIGNED. COULD YOU EXPOUND A LITTLE ON THE DIFFERENCE PLEASE?
9. I HAVE A FEELING THAT WHEN I GET BACK PEOPLE ARE GOING TO ASK ME HOW IS THIS DIFFERENT FROM ANY OTHER PROCESSES WE'VE EVER HAD. IF YOU APPROACH ANYTHING WITH SUCH ENTHUSIASM AND YOU GO THROUGH ALL LEVELS OF THE ORGANIZATION, WE'RE GONNA GET RESULTS. CAN YOU GIVE ME, LIKE, A GOOD ANSWER? WHAT WOULD I TELL THEM?