

Lab Assignment: Quality Management II

Background

Please complete these lab assignments on your own, in class, on the day of the lecture. Assignments are self-graded. Exam questions will be similar to assignment questions.

Pareto Chart

Consider the Pareto Chart on page 7. Suppose management budgets one million dram for process improvements. Engineering estimates the following amounts are needed to correct the defects for each category:

<i>Defect</i>	<i>Amount</i>
Firmware	500 000
Head Alignment	400 000
Motor Speed	250 000
Controller Board	200 000
Head Weight	150 000
Connector	100 000
Air Filter	50 000

As project manager, how would you spend the budget to improve quality? Show the math to justify your answer.

Flow Charts

Consider the following process for a catalog fulfillment process: a customer mails in a catalog request postcard. An employee adds the customer's name and address to the database. Every week or so, a program fetches the new records from the database. These customers are sent a thank you for

registering. Every quarter, all records in the database are read and each customer is mailed a catalog.

Diagram the above process using the flow chart symbols on Slide 8.

Special Considerations for Software

A customer representative is invited to a design review. The representative expresses concern about on-screen forms and printed reports. The concern is these must make sense to the office staff. The customer does not want to spend excessive funds training employees to use the new system.

The project manager turns to you and asks for some advice on addressing the customer's concern. What do you recommend?