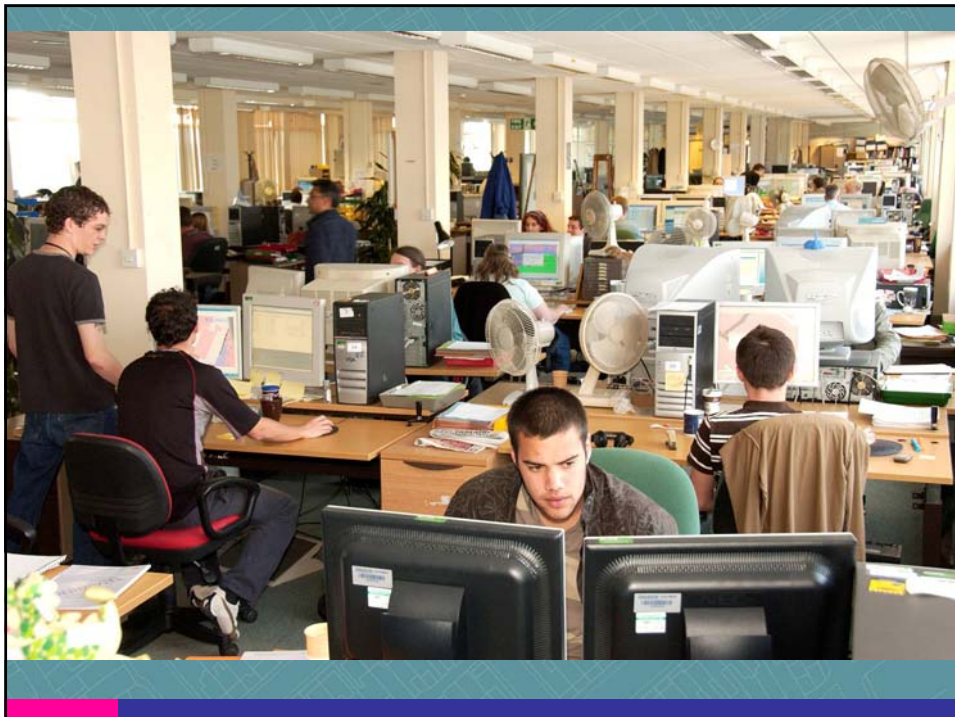




Production Accreditation in Ordnance Survey

Linda Bruce
Data Enhancement Production
Data Collection & Management
Ordnance Survey



Making Accreditation work for production

A robust and visible accreditation process, supported by -

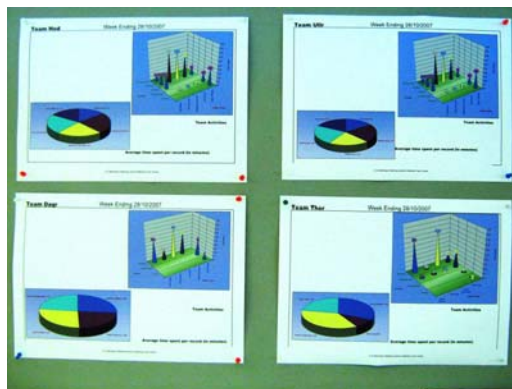
- Strong management and an able Quality Control team,
- Good working relationships across the Supply Chain
- Strong Continuous Improvement Culture

Managing Accreditation within production

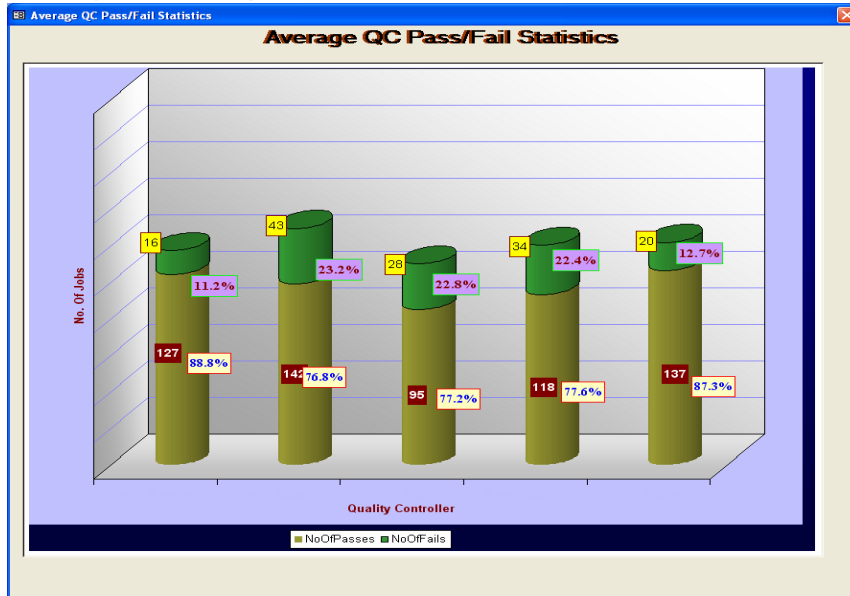
- Managers must manage performance and capability issues.

- A Quality Control team that functions as close to the operator activities as possible.

- Use visible monitors and targets to encourage staff engagement.



Quality assuring the new process



Managing Accreditation continued

- Daily and weekly team discussions regards quality and performance,
- Make the change management process simple and visible to all within production
- Ensure best practise is second nature, that lessons learnt happen and Continuous Improvement is on the agenda



Production Partnership within the Supply Chain

- Engaging with the customer and the suppliers, involving them in continuous improvement and lessons learnt activities,



- Keeping all informed regards progress of any improvements,

- By engaging they can help support achievement of accreditation,
- Time and commitment is given to discussion, by all interested parties, when issues arise.

Overall Benefits

- All parties know what is expected in terms of quality of output,
- Helps to reduce costs through process/operator improvements,
- Ensures a standard approach to production activities,
- Encourages ownership from staff
- Clearer, more visible processes can be adapted more easily

Lessons Learnt

- Seek quick wins using Accreditation to generate an immediate improvement, helps to gain early buy in,
- Accreditation and/or process engineering can help stabilise processes,
- Confirm management are 'wholly' bought in',
- All need to understand the accreditation model being used, it needs to be visible as a reminder,
- Strengthen the partnership by engaging with the customer and supplier.



If you want to achieve quality at source here is a thought to take with you...

'If Managers focus on their process, the performance metrics will come right;

but if managers focus on their numbers, the process is likely never to improve.

And note that most metrics are nothing more than end-of-the-line quality inspection:

At the end of each quarter or the end of the year everyone looks to see what happened,

At a point long after the mistakes have been made!'

Jim Womack, Founder and Chairman
Lean Enterprise Institute (LEI)

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