

Simple, Paperless Best Practice Quality System



'Devastated'

The world's largest remanufacturer of ink jet cartridges (a £25M business), was devastated when their quality system was savaged during an audit by Tesco. In fairness, their quality was market leading, but the quality system was 'organically grown and therefore lacking'.

Azteck's Role

Recognising the very particular challenges and great urgency, Azteck:

project managed

simplified

injected and catalysed simple 'people' based techniques

created the paperless management system – procedure / instruction / data collection & analysis

process stabilised

*zero to 'best practice'
in 3 months*

*increased yield:
70% to 80%*

Benefits

- Δ Key customer approval:
Tesco - "Fantastic"
Boots - "Among the best we have seen".
- Δ Process Stability, Analysis & Reporting lead to increased yield from 70% to over 80%.
- Δ Simple and Paperless.
- Δ **ISO9000 accreditation without a single non-compliance.**
- Δ Pictorial Interface supports 34 ethnic groups.

"Controlled written procedures were evident throughout ... Simple but effective the procedures were even translated into various languages to ensure understanding. Clear unambiguous ... standards now ensure accept / reject criteria..."

Tesco - Norman Bruce, Senior Technical Manager

As EBP's MD put it:

"Nic took us to cutting edge quality and communications in a single bound: fast, cost effective, universally embraced. The approach minimises data entry and form filling by being fully integrated with operations – natural activities for operations automatically create quality system records. We broke through excellence targets and EBP came of age when we asked Nic for advice. The dynamic energy of EBP flows through arteries created by Azteck."

Aleem Hosein, Managing Director, Environmental Business Products Ltd.

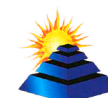
We gratefully acknowledge our client's assistance in preparing this case study.

	W012 Cartridge Fill Hole Drilling	Environmental Business Products Excel Again Work Instruction
Scope Drilling fill hole(s) on pillar drilling machine fitted with 3 spindle drilling head. Cartridges as listed in set up table.		
Operation		
Clamp cartridge into nest.		
		 X Clamp Not Locked ✓ Clamp Locked correctly
Feed drill at steady pace to avoid burrs.		
Do not feed more than 5 mm beyond bit breakthrough.		
Remove swarf.		
Set aside to tray.		
Pass Burr	Reject Burr	
Set Up		
Drill Guard must be used.		
Qualters & Smith drilling machine		
Speed: 2150 rpm (shaft speed of drill press)		
Secure fixture to drilling machine table.		
Holes to be in straight line and parallel to front face of cartridge.		
Holes to be in centre of ridges ± 1 mm.		
	X Hole position	
Cartridge	Fixture	Drill bit
HP23d HP25d	Fx078-005	CS-PR-1058-00
		Dimm X ± 1 mm
(ref: printed 9/07) page 1 Revision 1.1		

**Simple Work Instructions Stabilised Processes.
Created by Operators for Operators;
Approved by Managers.**

By courtesy of our client, thank you.

Business Process Simplification
for
Businesses with Ambitions



Azteck

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