



TouchStone

DAVID HUTCHINS INTERNATIONAL e-MAGAZINE

Students' Quality Circles make their European Debut

More than 400 Students, teachers and other Professionals from 13 countries took part in the historic 11th International Convention of Students Quality Circles at a beautiful University location overlooking Istanbul on the border between Asia and Europe.

Since it was first held in 1997 at the CMS School in India, the event has been held in the USA and elsewhere in Asia.

The UK was represented by a large delegation from Kingston University in the UK who have agreed to host the event in 2014.



David Hutchins commented that after a gap of possibly 15 years since the demise of the National Society for Quality and Teamwork in the UK, Quality Circles are at last reappearing in Europe in an organised way. Hopefully the spirit will spread back into Industry and the movement can be revived on both a European and a National level.

As with previous events the highlights were the activities presented by the students themselves. They included students of all ages from around 10 years to near adult. Activities included presentations of Quality Circles projects, short one act plays, dance and poster design.

The theme of the movement promoted by its founder Mr Jagdish Gandhi is to develop children as Total Quality Persons who may one day change the world. It is an ambitious vision but one that seems to be gathering momentum year by year in the schools of the now 14 supportive countries.

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Read David Hutchins new book:

Hoshin Kanri – The Strategic Approach to Continuous Improvement

Students' Quality Circles

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One European participant commented why is it that life has become so dull in the West whereas everything including the Quality Circles movement is still buzzing in Asia and the Far East? Is it a coincidence that their economies are also doing well and ours that are suffering? Which is cause and which is effect?

David Hutchins says 'The Students Quality Circles movement was developed at the City Montessori School in India to try to create the Quality person of the future. Just by looking at the faces of all the children who are involved not only from India but Pakistan, Nepal, Bangladesh, Mauritius, Sri Lanka, Thailand, Turkey and elsewhere it is obvious that the movement is on the right track. What we need now is to spread it around the world. That is happening but we need to speed up the process.'

If anyone who has clicked on to this page wants to know more about how this can be achieved please contact us at DHI and we will advise you how.

Photos from the convention:



Mr Jagdish Gandhi opening the convention



Students performing a traditional dance



Students performing a traditional dance



The award ceremony



*Drs Vineeta Kamran and Hayal Köksal
(Event organiser) welcoming the guests*



Student project presentation

In tribute to the Father of Quality Circles



The late Professor Ishikawa chairing a conference organised by David Hutchins International held at the Institute of Directors in London 1979. It was the only trip that he made to Europe in his lifetime.

Professor Kaoru Ishikawa was one of the giants in the post war quality movement. In a world that is used to looking to the USA for its gurus in management science it is easy to overlook the contribution made by others. Of these Professor Ishikawa stands out head and shoulders above most of his peers and at least equal to those we all know from the West. Without his warmth and compassion for his fellow man, it is unlikely that the Quality Circles movement would ever have begun. Had this been the case 'Lean', TPM, or any of the related concepts would never have materialised. People would eat their lunch in separate dining halls according to status, and the 'them and us' mentality that prevailed right up to the 1980s would still be the order of the day. Quality Circles as such did not survive for many years in the West but in the time that they did, many of the long held 'master and servant' concepts were swept aside. Thank you Professor Ishikawa, it was you and only you that we have to thank for that.

"Benchmarking"

2 Day Public Course

This course, normally presented as an in-house course, is now to be made public.

The programme is aimed at business executives at Board level who are normally concerned with long-range planning, visioning and strategy development.

Organisations that achieve "World Class" status are engaged continuously in Benchmarking their products, processes and results against the best in their group, amongst the competition and from other industry sectors.

This course provides delegates with the knowledge and skills necessary to plan and execute effective benchmarking to achieve best-in-class levels of performance.

4th 5th November 2008 at a venue just north of Bristol

Contact Margaret@hutchins.co.uk for more information.

Hoshin Kanri

What it is and how it works

**Spend one day with the author of
Hoshin Kanri – The Strategic Approach to Continuous Improvement**

Hoshin Kanri is proven to be the most devastatingly successful management concept to have emerged since World War 2. Companies have experimented with Six Sigma, TQM, Quality Circles, Benchmarking , Lean Manufacture but all with mediocre results – why? Because none of them stands alone. All of them are an intrinsic part of Hoshin Kanri.

David Hutchins will carefully explain how all of these fit together, how they can be organised and how your organisation can benefit from this powerful concept without the need for expensive management consultants which by itself can save literally millions for a large organisation.

If you can send your whole management team it would be far more beneficial to run the event in house. In this case we can actually assist you to begin the process of implementation during the event.

The public event will include a free copy of David Hutchins latest book. Hoshin Kanri – The Strategic Approach to Continuous Improvement – Cover price - £75.00

The event will take place at a number of venues around the country during the autumn and winter months of 2008/9. Please contact us to find the dates and a venue local to you.

Fee: £280 plus VAT including refreshments, lunch and the free copy of

Towards error free production and services



Mistakes happen – we all know that. Even with the best will in the world things go wrong. The question is, are we doing everything we can reasonably do in the circumstances to both reduce the risk of error and also to maximise the likelihood of detection?

If you are not sure about that, think about this –

When driving the car,

Have you ever missed a turning due to inattentiveness?

Forgotten a speed camera that you knew was there?

Gone in the wrong direction from home because you are on autopilot?

Arrived at work but cannot recall the journey?

Left your mobile phone at home?

Lost a parking ticket between the machine and getting back to the car?

We have all done it and a myriad of other common things too.

This is all to do with attentiveness but if we add human factors such as eyesight, sleep deprivation, boredom, motivation, sex, intelligence, age, psychological differences etc.

And Work related factors such as lighting, workplace design, complexity of task, and distractions we can see that human failure is a complex subject.

Because of this we use human inspection to find the deficiencies and this is mostly visual. In fact 90% of inspection is visual and 80% uses no visual aids of any kind. It is proven that human inspectors miss from between 10% minimum to more than 90% of deficiencies due to the above factors. 100% inspection does not produce 100% segregation of good from bad, far from it.

What can we do about this? The answer is a great deal and attendance at this one day event will help you to find the answers for your situation.

Fee - £240.00 plus VAT includes all documentation, refreshments and lunch.

Dates and venues: For a venue and dates near to you please contact us.

In house version always available.

International Quality College

Benchmarking

During this event, managers will learn how and when to use Benchmarking techniques to bring their Strategic Business Plan into focus. Through group work and case study material, participants will learn the steps involved, addressing why, what, when, where and how to Benchmark. Using Hoshin Management Principles participants will understand how to Deploy strategy and policy throughout the Organisation.

**2 days £450 Non residential
£520 Residential**

Just in Time

Just in Time provides a philosophy that if applied properly could revolutionise industry. The concept - making nothing until needed and then producing to the highest level of quality - sounds simple, but it can cut a company costs by up to 60% of sales revenue.

The presenter draws on his experience of those organisations already working Just in Time, particularly in Japan.

JITs can only be achieved by company wide dedication to improve the predictability of processes and to achieve dramatic cycle time reduction.

1 day £220

Hoshin Kanri

In an age where both customers and competitor knowledge and information is freely available, even small differences in approach can make big differences to business performance.

One technique being used by leading organisations is Hoshin Kanri. This is particularly the case with those organisations apply Six Sigma management and developing knowledge Based Management Systems.

Today, it is vital to be able to deploy clear goals down through the organisation in quantifiable form. All too frequently in the past, these non financial measures have been deployed in qualitative rather than quantitative form.

The Hoshin Kanri Scorecards provide effective solutions to this problem by providing managers at all levels through to front line supervision with clear quantified non financial goals for each of the relevant parameters.

1 day £280

Hoshin Kanri Lead Auditor course

This course which was originally based on ISO 9001:2000 has been extensively revised to meet the requirements of Hoshin Kanri. All of the case material and exercises will relate to real world situations.

**5 days £750 Non residential
£1030 Residential**

Quality Function Deployment and it's Metatools

Quality Function Deployment (QFD) had long been used in design and development to ensure that Customer's requirements are paramount, understood and pursued throughout the design process. The versatility of this tool enables it to be used beyond design into every aspect of an organisation for planning and implementing focused change.

What QFD is used with its "metatools", it becomes a major technique for all aspects of Business Performance Improvement and Planning.

The "metatools" used are adaptations of:
Design of Experiments
Mistake proofing
Value analysis
FMEA (Failure modes and effects analysis)

This course is designed to give delegates practical guidance and training to enable them to apply this technique in their workplace.

1 day £220

Next month

Along with our regular features, LET'S HEAR FROM YOU. We will print appropriate e-mails or letters about:

Your views on Quality.

Your views about us.

Quality of Supplies and Suppliers

2 day intensive workshop/seminar

The dramatic changes that are taking place in Supply Chain Management are resulting in a major rethink about business policy by both suppliers and their customers alike.

The seminar considers the impact of Hoshin Kanri, e-Supply Chain Management (e-SCM), QS 9000, ISO 9001:2000, Six Sigma and SPC, Vendor rating and Vendor Appraisal, the use and limitations of Sampling inspection.

2 Days £550 plus VAT.

What is coming up in the October edition?



Asia Pacific
Quality Organization

9th ICQM/14th APQO International Conference



Iranian Society
of Quality
Managers

Tehran - Iran
August 23-25, 2008

In the next edition we will be giving a report on this important conference and some of the key participants and issues covered.

Quality Tools and Techniques

A return to our popular series of articles on

Quality Tools and techniques.



About Touchstone

Touchstone was first created by DHI in the late 1980s but was the latest in a series of Newsletters published by us since 1979 when we originated Quality Circles News.

Of course we are advertising ourselves, it would be churlish to suggest otherwise but this is not our only objective.

David Hutchins formed the original company (David Hutchins Associates) in 1979 because of a passion for changing the whole culture of work. The driving force behind that passion is dealt with in the preface to David Hutchins latest book Hoshin Kanri – The Strategic Approach to Continuous Improvement where he talks about his own background and how but for some good fortune David Himself might have gone through life as a serious underachiever.

This newsletter is intended in some measure as a means to help others to achieve a similar breakthrough and to make work itself one of the most creative and satisfying parts of each of our lives.

If you like Touchstone and would like to help us in our work, please email this on to others and please ask them to send us their email addresses for notification of future editions. It is our policy not to divulge our data base to anybody.

Registration Form

Course Title:	<input type="text"/>
<input type="text"/>	
Title:	<input type="text"/>
Forename:	<input type="text"/>
Surname:	<input type="text"/>
Position:	<input type="text"/>
Company:	<input type="text"/>
Address:	<input type="text"/>
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
Tel:	<input type="text"/>
Fax:	<input type="text"/>
Email:	<input type="text"/>
VAT No:	<input type="text"/>
No of Delegates:	<input type="text"/>
Names:	<input type="text"/>
<input type="text"/>	
<input type="text"/>	
<input type="text"/>	
Course Price	£ <input type="text"/>
10% Group discount (3 or more people)	£ <input type="text"/>
VAT @ 17.5%	£ <input type="text"/>
Total	£ <input type="text"/>

Booking details

The course fees are plus VAT at 17.5%, which includes all documentation, refreshments and luncheon.

Group bookings

There will be a discount of 10% on bookings of 3 or more people from the same company. Payments must be made at the same time.

Payment

Payment may be made by Sterling Cheque (made payable to DAVID HUTCHINS INTERNATIONAL LTD) To ensure admission payment must be received prior to workshop.

How to Register

Please complete and return the attached booking form to: David Hutchins International Ltd, Orchard House, Hillway, Charlton Mackrell, Somerton, Somerset TA11 6AN

Tel: + 44 (0) 01458 224040 Fax: + 44 (0) 01458 224050 email: excel@hutchins.co.uk

Cancellations

If you cannot attend, a substitute delegate may attend in your place but it is regretted that refunds, in respect of any cancellation, cannot be made unless notice is received in writing 10 working days before the date of the event. Cancellations prior to this will be refunded less an administrative charge of £50.

Enquiries

Enquiries, telephone bookings, and changes to delegate information should be made to: Margaret Jarvis
Tel: + 44 (0) 1458 224040

Special Meals

Special dietary requirements can normally be catered for but please inform us no later than 3 days prior to the event.