David Hutchins International Limited

Sustainable Business Performance Improvement

David Hutchins International Limited

1st April 2008

Quality Related Costs – BA/BAA!

most workplace situations.
The course is a fixed £1000 plus VAT for the day plus £40 per head + VAT for documentation regardless of number of participants.
Spend a day with David Hutchins and revolutionise your business performance

Quality Related Process Costs are a minimum of 20% (and usually much more) of sales revenue. We are not talking about the fiascos at Northern Rock or Terminal 5 either.

Most Quality Related Costs go unseen because they are inherent in our processes.

Not only can we help you to identify them we can also help you to eliminate them. If you can get rid of cost equivalent to 30% of your sales revenue and at the same time increase sales due to improved business performance don't you think it is worth thinking about? Especially with a recession in the air!

One day at your location is all we need to show you how.

Human Reliability

Have you ever absentmindedly driven the wrong way out of the end of your road? Have you been caught by a speed camera that you knew was there but your mind was elsewhere? If you can do this when driving a car where your attention should be at its highest, it is not surprising that we frequently miss things when we are at work, especially when the tasks are boring and monotonous?

Just as with driving, many mistakes made at work can be potentially fatal or cost a fortune. With boring repetitive work even the most conscientious fit , healthy and well motivated person will miss a minimum of 10% fault signals. This can happen in auditing as in any other activity. In reality 'visual decrement' as it is known to the scientist can reach towards 90% in many cases.

The causes are hidden in workplace design, lighting, aids to attentiveness, personnel selection, physiology and psychology.

Most of the text material on this subject are extremely scientific and intelligible only to the expert. We have stripped the subject of its mystic and offer a practical and thought provoking programme to help you reduce the likelihood of error in

Audit—Assessment—Assessment—Assessment

All we ever seem to hear from this Government is assessment for this, Assessment for that. When will they ever learn that it does not matter how much you inspect some thing it will not make it any better. All inspection (call it Assessment/Audit what you will it all amounts to the same in the end) can do to is to separate good from bad and as we have said above, it is not particularly good at doing that. All inspection does to a good product is to add cost. Better to make it right or do it right in the first place. If the money were spent on continuous process improvement instead of futile energy sapping audits, maybe we would begin to get somewhere. Continuous Improvement is not something that organisations are particularly good at in our experience but we can help you become expert and create an organisation in which everyone is working towards making you the best.
Our 1 day 'in house' presentation could be the start of a new beginning.
Fee £1000 plus VAT and course manuals at £50 each plus VAT

For more in depth information and all our services please check our web site at www.hutchins.co.uk .
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