



QPIC (Quality and Productivity Improvement Center), LLC
Helping Clients Achieve Sustainable Success with Everything They Do
“Teach a man to fish and you feed him for a lifetime”

QPIC’s approach is totally aligned to the Shingo (Lean) model for operational excellence:

Shingo Core	Guiding Principles	Supporting Principles	QPIC Alignment
Cultural Enablers	Lead with Humility	Nurture Long-term Relationships	Lean XL for all Leaders: surveys, 360 ⁰ feedback
	Respect Every Individual	Empower and Involve Everyone	Lean Coaching & Supervisory Training (Toyota Kata)
		Develop People	ACE – Achieving Change Effectiveness
		Assure a Safe Environment	
Continuous Process Improvement	Focus on Process	Stabilize Processes	Lean and Six Sigma Toolkit: the 8 Wastes, Value Stream Mapping, Project Charters, 5S, Visual Controls, Standard Work, simple Data Collection tools, Mistake-Proofing, “One stop shopping” increasing Flow, PDCA, TOC, TWI, etc.
	Embrace Scientific Thinking	Rely on Data	
	Flow & Pull Value	Standardize Processes	
		Insist on Direct Observation	
	Assure Quality at the Source	Focus on Value Stream	
	Seek Perfection	Keep it Simple & Visual	“Learn to See”
Enterprise Alignment	Create Constancy of Purpose	Identify & Eliminate Waste	“Right the 1 st Time” Reduce Variation
		Integrate Improvement with Work	
	Think Systemically	See Reality	Vision, Mission, Strategy and cascading Goals into a cohesive MWM Balanced Scorecard.
		Align Systems	
		Align Strategy	Hoshin Kanri

			Measure What Matters (MWM)
		Measure What Matters	Voice of the Customer methods
Results	Create Value for the Customer	Align Behaviors with Performance	A3 Thinking
		Identify Cause & Effect Relationships	Kaizen Events
			BPIs, Benchmarking
			DIG (Dynamic Idea Generation)
