

Twelve Ways to Maintain and Improve Quality During Outsourcing



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Logistics for this call:

- All are muted by default

Questions and Comments?

- Use Grab Tab to shrink window or raise hand

- Ask questions in Questions box, hit Send

or

- Wait until Q&A at end (note slide number)

The screenshot displays the GoToWebinar interface with several key sections:

- Attendee List (2 | Max 201):** Shows a list of attendees, currently displaying "Attendees (1)" and "Staff (1)". The list is sorted by "NAMES - ALPHABETICALLY" and shows "Corena Bahr (Me)".
- Audio:** Includes "Audio Mode" options: "Use Telephone" (unselected) and "Use Mic & Speakers" (selected). A "MUTED" indicator and a volume control slider are visible.
- Questions:** A "Questions Log" section showing a question: "Q: Is there a volume discount?" and an answer: "A: Yes! We will send you more info after the event." Below the log is a text input field containing "Yes" and a "Send" button.
- Webinar Now:** Displays "Webinar ID: 731-938-951" and the "GoToWebinar™" logo.

Red lines and letters (a-f) are overlaid on the interface to highlight specific features:

- a:** Points to the "Attendee List" header.
- b:** Points to the "Grab Tab" (the vertical bar on the left with icons for window management and hand-raising).
- c:** Points to the "Audio" section.
- d:** Points to the "Questions" section.
- e:** Points to the "Send" button in the Questions section.
- f:** Points to the "Webinar Now" section.

Logistics for the call



- This call will be recorded
 - Please, first names only, no company names
- Available for download by registered participants:
e-mail to be sent to you within 24 hours, may be used as evidence of attendance for professional certification or other training requirements
 - Audio and Video
 - PDF of the slides
- Participants have permission to use this presentation intact, e.g. internal meetings or association meetings
- Contact us to arrange live presentations or webinars by The DESARA Group:
631-909-3570, Info@DesaraGroup.com



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Recording Starts Now



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Agenda



- The Desara Group
- Effective planning techniques
- Cross cultural applications that work
- Why relationships
- “Time on the Ground”
- Developing / Investing in your partners = Return on Investment (ROI)
- Investing in your partners = Assessing and controlling offshore facilities
- Support personnel
- Training / Development
- Continuous improvement immediately
- Personnel Retention
- When problems occur
- Securing Government Grants



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- Business Improvement / Project Management
- **Cross Cultural Training**
- MRP Implementation Project Management
- **Worldwide Supplier Selection & Improvement**
- 6 sigma Training, Coaching & Implementation
- **Operational Improvement**
- **Offshore Facility Assessments**
- Lean Training, Coaching & Implementation
- Quality Strategy Planning
- Core Process Redesign
- **Sourcing & Partnering Selection**
- **Technology Transfer**
- **Grant Assistance**



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Grant Funding Services Provided by The DESARA Group



Specifically we provide all the necessary information to:

- Identify the funding available.
- Understand the rules of the programs.
- How to apply.
- How to administer the program funds once you receive them.

Call us! We will work with your Organization.



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About Mark Hehl



- Mark Hehl's career spans over 38 years and includes leadership roles in international operations, technology transfer, quality, reliability, cost reduction, supply chain improvement and lead time reduction in many industries in North America, Europe, Asia and Latin America. As a past executive for the Timex Corporation, Mark implemented Six Sigma at major suppliers in China, Latin America and at other worldwide corporate facilities. In recognition of his contributions, these Chinese suppliers honored him with the award of the Chinese name 何文楷 "Ho Man Kai", which is Cantonese for "good and knowledgeable".
- Mark was a Delegate and featured presenter at the II CONGRESO INTERNACIONAL DE CALIDAD (*Second International Quality Congress*) in Quito, Ecuador and at the Third China-American Quality Symposium held in Shanghai, China. He has also authored over 15 technical papers on various Business Process Improvement & International Business Development subjects and is writing a book titled *Improving Your Operations in Emerging Countries*. Mr. Hehl has a working knowledge of Spanish.



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Outsourcing



- Quality Systems
 - Inspection Based
 - Rework/replace
 - Services
 - Software
 - Product
 - Poor Quality Assurance
 - ISO 9001?
 - No / Ineffective Quality Improvement Programs
 - Subcontractors



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Planning



- Considerations
 - Quality System Maturity
 - Language & Communication Ability
 - Culture
 - Knowledge / Skill Gaps
 - Time On the Ground Needs
 - Budget
 - Travel
 - Off Hour Phone Calls



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The Culture is Vital!



- **Learn the Culture**

- Use to your Advantage
 - Training / Development
- Provide Cross Cultural Training
 - All personnel involved
- Language Basics
- Take this one seriously
 - Many organizations overlook this
 - ***Cross-Cultural Training will pay dividends over and over***



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Relationships vs. Contracts



- North America / Europe
 - Legalistic
 - Contract Value
- Low cost regions
 - Relationships
 - “Guanxi”
 - Invest time
 - Develop Trust
 - Contracts?????



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Time “On The Ground”



- Required for Success
 - Relationship Building
- Avoid “Sea Gull” Visits
- Adequate Duration
 - Worker Expectation
- Plan Time
- Budget \$
- Long Term Consequences



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Develop Your Partners



- Controversial
- Only Option for Success
- Training
 - Local
 - Foreign
- Development
 - On site assistance
 - Training re-enforcement
 - Planning



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Investment & ROI



- Capital Equipment
- Training
- Development
- Strategic Application
 - Gap Assessment
 - Progressive Steps
- **Positive effect on the bottom line**
 - Demonstrated as effective



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Examples of Gains



- **Decreased** reject rate from 6% to less than 1%.
- **Reduced** scrap 76%
- **Increased** factory yields 20% (to 98%)
- **Saved** \$2 million by improving supplier quality
- **Reduced** rework from 26% to 4%
- **Cut** field warranty returns by 40%



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Assessment & Control



- ***Joint*** Comprehensive Evaluation of Facilities/Systems
 - Operations
 - Quality
 - Social Compliance
 - Accounting
 - Capacity & Planning
 - Safety
 - Supplier Management



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Assessment & Control



- Qualified Assistance
 - Westerner with offshore experience
- Quality Department
 - Best Suited
 - Assistance may be necessary
- Early Joint Planning
 - Improvement Progression



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Assessment & Control



- Reluctance to report bad news
 - Relationship Building
 - Reinforce Positive Behavior
- Frequent
 - Reporting
 - Communication



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Support Personnel



- Select the Right Support Personnel
 - Screen Carefully
 - The Right Attitude is Vital for Success
 - More Important than Technical Skill
 - Honest Travel Expectations
 - Evening Phone Calls
 - Asia



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Training & Development



- Training/Development
 - An active and comprehensive program is needed
 - Develop all areas
 - From the beginning
 - You must be involved/visible
 - High Level personnel
- Quality Tools & Techniques
 - On site implementation assistance
- Professionals - Career Advancement
- North American / European Training
 - Motivational
 - Retention

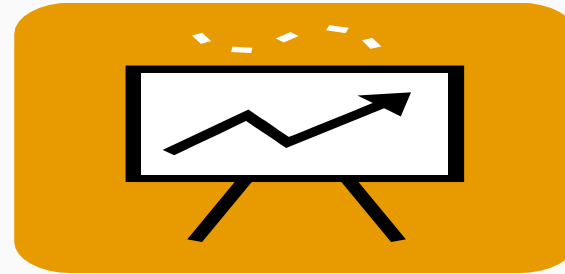


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Continuous Improvement



- Start Immediately
 - Danger of Waiting
- Create Culture
 - Routine Expectation
 - Imbed in Organization
- Planned & Phased Approach
 - Introduce Tools as needed
 - Apply



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Slowing the Revolving Door



- Expect Employee Turnover
 - India IT- 80%
- Local Management
- Social Events
 - Family
- Training
 - Travel
- Professional Development
 - Career & Life Planning



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When Problems Occur



- Avoiding “The Pound of Cure”
 - Prevention
 - Status Reports
 - “Time on the Ground”
 - Relationship Building
 - Positive Reinforcement
 - Frequent Communication
 - Bad News is OK and Good
 - Reinforce behavior



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When Problems Occur



- Reinforcement
- Positive Reaction
 - Show Gratitude
- Advance Risk Reaction Plan
 - Failure Modes and Effects Analysis
- Joint Problem Solving



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Next Steps:



- Instructions for Download – delivered via e-mail tomorrow, share with colleagues
- Make a list now: What did you hear today that you can use immediately, or that you want to learn more about to help your organization?
- Phone call or e-mail to discuss questions and assess your organization's needs
- Would you like this webinar expanded or customized and presented for your company?



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Next Steps: Maintaining Quality During Outsourcing



- **Good:** Independent study, local ASQ chapter, get a mentor, find resources on the web and in books.
- **Better:**
 - Live training courses: rapid fire info, concentrated learning
 - Webinar-based **Learning Lab with The DESARA Group:** Limited to 8 participants, detailed instruction with field assignments and individual, confidential feedback.
- **Best:**
 - **Cross-functional workshop** within your business, customized and facilitated by The DESARA Group.
 - Set goals as a team, and plan actual steps to ensure your success. Periodic follow-up checks with DESARA.
- **Best Plus:** Combine elements of each level above! Have a private phone consultation with The DESARA Group to determine your needs and create an individual learning plan.



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Follow on Training / Consulting: Example Pricing



- Internet Workshop
 - 4 Hour
 - \$397
- Phone consulting
 - One on one
 - 4 Hours
 - \$597
- Both for \$897



Further Reading



Articles / White papers available at:

<http://www.desaragroup.com/articles.php>



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Questions



Thank you for allowing
The DESARA Group to
be of service!

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