

## **A Quality Solution Leads To Innovation and Performance Gains**

A problem-solving team at a national manufacturer used Kepner-Tregoe rational process on a continuous basis to resolve a specific quality problem that exhibited both chronic and acute manifestation.

The plant achieved new process capability to produce a better product with greater reliability and to improve the quality of other products. In addition, during this project, the company realized gains in knowledge, process control, engineering innovation, and team performance.

- Gained process capability to produce a better, more reliable product
- Improved quality of all products in a spin-off benefit
- Gained new knowledge and engineering innovation
- Improved process control
- Increased team performance