

Hi,

A couple of weeks ago there was an article in the paper about burglaries where it was claimed that the Swedish police had by far the worst solved crime rate in the Nordic region.

In the article, one police researcher says that they are describing a functioning operation instead of focusing on making the operation as good as possible.

But what does this actually have to do with quality?

Well, I still occasionally see a similar phenomenon in industry. This may involve adding resources to "get away with it as lightly as possible" when using ISO/TS 16949, instead of actually using the available tools in the most profitable way, which would benefit both the company and its customers.

An example in statistical process control is to manipulate control limits in the XR charts. It can look good at first glance. But the machine operators learn nothing about their process, the company earns less money and the customer gets worse quality.

Another example is a sloppily completed PPAP in the belief that this somehow saves money, when in fact the opposite is true.

Regards,

[Michael Nielsen](#)

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