

5 Poor Quality Management Practices AND HOW TO OVERCOME THEM



Quality, compliance, and continuous improvement are the goal of every quality professional. Poor quality management practices can lead to painful audits, warning letters, product recalls and lost revenue. But it doesn't have to be this way. Quality is powerful, and when well managed with the right tools it is a strategic advantage.

It's time for quality professionals to recognize these 5 ways poor quality management practices are impacting their role and take action to address them.

1 NOT RECOGNIZING MODERN TECHNOLOGY SOLUTIONS AS A STRATEGIC ENABLER FOR THE FUTURE

Many quality teams still rely on a combination of spreadsheets, paper files, shared drives, scanners and email to manage their quality efforts. This set-up, while common, is prone to errors, inefficiency, risk and is completely reactive. Quality teams may be carrying on with the status quo because it's what they're used to or they may not have the time or resources to adopt a new system. However, they risk getting left behind as competitors and peers move to modern quality management solutions, elevating the role of quality and the value it delivers to the business.

➤ RECOMMENDED ACTION

Take the time to learn about and understand how cloud-based quality management solutions (QMS) are helping quality teams be more strategic, agile, and proactive while elevating the role of quality across the enterprise.

[See How Quality and IT Can Work Together to Modernize](#)

2 ASKING FOR FUNDING WITHOUT SHOWING THE BUSINESS VALUE OF QUALITY

From a business perspective, quality is often seen as a cost center because it is not designing, producing, or selling new products. As a result, a proper business case is critical when proposing to invest in a modern solution for quality to avoid the risk of not getting the time and attention your proposal warrants.

➤ RECOMMENDED ACTION

To build a robust business case for quality, it's important to help your leadership see the cost of poor quality in ways they understand – lost revenue, diminished brand equity, increased expenses, reduced productivity. Quality should be everyone's responsibility and built into the culture of the organization so that everyone sees the value of creating a safe, compliant, and high-quality product. Our quality modernization experts can guide you in how to build an effective business case and gain best practices for your organization to create a culture of quality.

[Connect with Our Quality Experts](#)

3 NOT EXTENDING QUALITY PROCESSES, DOCUMENT CONTROL, TRAINING, AND COLLABORATION THROUGH THE SUPPLY CHAIN

Your brand quality (and reputation) is only as good as your supplier quality. If quality teams cannot effectively manage supplier qualification, training, and compliance, then your team cannot be truly proactive. With today's often globally distributed supply chains, it's imperative to invest in technology that gives your team the ability to identify supplier issues before they become big problems that slow down or halt your organization's ability to do business.

➤ Recommended Action

Quality must establish a system that provides visibility and transparency across all suppliers to ensure they are providing high quality and compliant materials that meet regulatory requirements and product specifications. The reality is that if a product needs to be recalled due to a quality issue that originated with a supplier, quality teams are often held accountable.

[Learn More About Managing Supplier Quality](#)

4 LIMITING QUALITY'S ABILITY TO KEEP PACE WITH THE BUSINESS

Companies across all industries are trying to move fast to seize new trends and capture new markets. However, product teams often become frustrated by quality's perceived "delays" and don't appreciate the effort it takes to ensure a product is consistently compliant, safe, and high-quality. This is one of quality's key functions, but it can only move as quickly as processes and systems will allow. Quality must be ready to support these demanding business requirements by ensuring they can be agile, efficient, and thorough without creating unnecessary delays.

➤ RECOMMENDED ACTION

Quality has a very important job to do and needs to ensure the right people, processes, and systems are in place to support business requirements. Quality must constantly be on the lookout for ways to improve efficiency, have the right test methods in place so that new safe, high-quality products can get to market as quickly as possible without any issues.

[Read About 2019 Quality Management Trends](#)

5 NOT CONTINUOUSLY EVALUATING QUALITY RESOURCES, PROCESSES, AND SYSTEMS SO THEY ARE "BUSINESS READY"

If there hasn't been a major failure, quality can sometimes be taken for granted. Even when a quality management solution is acknowledged as outdated, investment in quality systems frequently go through long periods of complacency and stagnation, leaving the organization vulnerable to quality issues. When a problem inevitably occurs, it results in overcorrection, where processes are overbuilt in the impacted functional area. These overcorrections fail to address the system as a whole, so the cycle begins again, with more and more patches but declining overall effectiveness.

➤ RECOMMENDED ACTION

Be proactive! Maintain a robust internal audit program to ensure continued compliance. Develop routine auditing processes and testing to make sure you're in good shape at all times. If issues are identified take action whether it is additional resources or training, improving processes or technology BEFORE external auditors point them out. It is often easier and more cost-effective than being reactive and elevates the role of quality across the organization.

BONUS TIP: Invest in employee development and training to stay current with regulations, standards and technology to help them do their jobs more effectively. Experienced employees can maintain stability in a company while new employees provide fresh eyes and knowledge. Both are necessary for the long-term health and strength of successful companies.

[See What's Next for Training Management](#)