

QRQC – Quick Reaction Quality Control

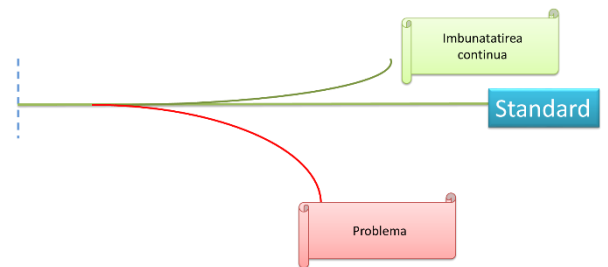
QRQC is a problem-solving methodology, based on 8D methodology, and was being developed in Japan

The methodology can be used to solve and response to quality complaints from the client, or to solve an internal problem, selected based on its importance.

The methodology is focused on solving any kind of problem at appearance, being based on Japanese principle of "San kind Shugi" signifying "the 3 realities":

- ❖ **Gen-ba** – the analysis is done at the problem place
- ❖ **Gen-butsu** – the analysis is done with real products NOK and OK
- ❖ **Gen-jitsu** – the analysis is done with real data, measured

❖ **Problems** are those deviations from the standard who in business can lead to poor quality products, performance decreases, and high costs or even loss of customers. In this way the problems must be solved quickly and completely prevent their recurrence.



❖ **The root cause** of the problems is that who is proved at the most detailed level, and verified passive and active.

❖ **The instruments** used in performing QRQC steps as the case may be: 5W+2H, Is/Is Not, Ishikawa (Fishbone), 5 Why, Flow chart, Tree diagram, Brainstorming, etc



The role of leaders and management is very important in solving problems because they have to remove the bottlenecks that occur during the analysis and provide resources and time, an essential component in the smooth running and effectiveness analysis.