QC Story

QC story is a systematic methodology commonly used in practical procedures and practical methods of problem solving in team.

It appeared at the Seisakusho Li Tianjin plant, which is in Komatsu, Ishikawa in Japan and has developed continuously, Its merits being recognized in "Journal of Quality Vol. 23, no. 1 (2016).

QC Story Methodology is a tool that has its roots in TQM (Total Quality Management), starts from the general principle of continuous improvement - PDCA and consists of 7 steps:

- P1 – The reason for problem choosing

- P2 – Status analysis of the problem

- P3 – Activity Plan

- P4 – Cause - Effect Analysis

- P5 – Problem solution

- P6 – Result confirmation

- P7 – Standardization

QC story uses a series of tools found also in other problem-solving methodologies such as: IPO Diagram, Histogram, Time Diagram, Gantt Chart, Ishikawa (Fish Bone), Pareto Diagram, 5 Why Analysis, Tree Diagram, Brainstorming, etc but also more complex tools Regresion, ANOVA, Moods Median in step 4 (Cause - Effect Analysis) - depending on the context.
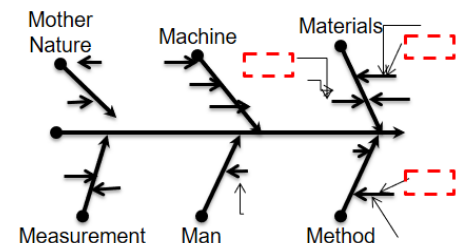
One of the most important steps is Step 4 - Cause - Effect Analysis, the one that uses the right methods and tools to discover the causes that led to the occurrence of the defects that created the problem.

Like other problem-solving techniques, QC Story measures the effect of the implemented solutions and verify their effectiveness by comparing the result obtained with the target originally proposed in Step 6 - Result confirmation.
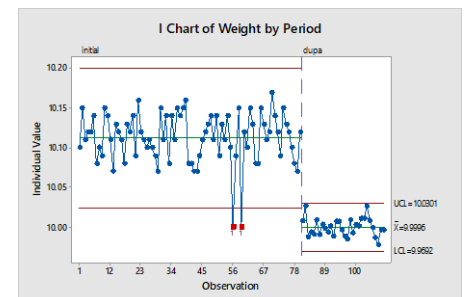
The final step, Standardization, changes the Quality Management System as regards the documents to be updated, procedures, practices, instructions, to prevent the recurrence of the problem or similar ones.