



PROCESSES AND OPERATIONS MONITORING AND CONTROL

If you don't measure, you don't control

Monitoring and controlling processes and operations is essential to ensure effectiveness and efficiency. You can identify issues, deviations, and improvement opportunities.



Having objective, timely, and accurate information facilitates making immediate decisions based on facts, rather than making assumptions or relying on intuition or experience.

Effective decisions require relevant, reliable, and timely information. Collecting data manually on paper complicates this process.

What to measure and how to measure it?

The automotive industry has a highly effective method to determine what to measure in processes. Follow these steps, and you will succeed in doing it:

1. List important product and process characteristics that require control.

You can classify them as "Special" when relevant due to their function, such as a dimensional feature in an assembled product and time in a baking process. And as "Critical" when can pose a risk to a person, such as an end-user of the product or a process operator, or a condition that may result in non-compliance with a government regulation.

2. List the stages of the process.

If you manufacture products, include everything

from inspection and receipt of raw materials to the release and shipment of the finished product.

3. Build a Characteristics Matrix.

List the identified product and process characteristics in each row and all process steps in each column. Mark with a symbol or key letter the boxes where these characteristics have an impact.

4. Evaluate the risks and sources of variation, and establish preventive or detection controls.

In each mark, anticipate how the specification could be non-compliant and establish controls to prevent it (e.g., Statistical Process Control SPC) or detect it. Record and evaluate the evidence of compliance.

Additionally, identify the customers of the process (internal and external), their requirements or expectations, and what is delivered in return. Then ask what should be measured to ensure its delivery correctly and on time. Set goals accordingly. Record, measure, and periodically evaluate performance.



Use conventional phones and tablets or industrial mobile computer devices to communicate accurate, relevant, and timely data for making informed and expedited decisions.



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