

## Demonstrated Quality

Keep your customers loyal. Excellent internal quality controls result in lower product costs and increased customer retention. Jacquard's Demonstrated Quality Profit Project® focuses on specific customer quality issues through planned continuous internal and external communication, formal quality reviews, and implementation of new management processes.

### Experiences

- Companies with poor quality spend up to 40% of sales managing quality issues
- Faster cycle times cannot be realized with poor quality
- Raw, work in process, and finished goods inventories are always higher in companies with poor quality

### Principles

- Measuring and using Pareto analysis identifies key problems
- Quality is the responsibility of operations, sales, and the customer

### Goals

- Eliminate returns/credits
- Retain and grow key customers
- Increase product yield

### Subprojects

- Measurement Collection
- Pareto Analysis & Distribution
- Customer Selection & Communication
- Internal Communication
- Problem Solving Process Introduction

### Measurements

- Returns/customer credits
- Yield/scrap
- Prioritized quality issues

### Deliverables

A formal standard repeatable process that provides ...

- A measurement and review system
- Key customer communication process
- Higher product yields
- Minimal to no final inspection

*"This Project is important and is making a difference."*

*"Since we have started working together we have overcome huge obstacles."*

*"This is a process of bringing things out in the open and addressing them."*

*"One big benefit of this Project is that we (sales and operations) are regularly talking to each other and resolving issues."*

—Project Team Members  
Lamination Manufacturing  
Company

#### Jacquard's Profit Projects®

- Straightforward, proven and universally applicable
- Focused and customized to a company's unique needs
- Easily understood by all employees
- Take only 16 weeks to complete

#### What they do for you ...

- Improve customer delight
- Build greater market share
- Increase profitability and cash
- Strengthen leadership
- Align people with company goals