



Company Ethos

See the bigger picture...

Last Edited By:
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06/02/14 4:02 PM

Our Mission

Qfactorial exists to help businesses improve performance and reduce risk by managing quality more effectively. Whatever your business, there are many tried and tested quality management tools that can be applied to many types of problems - but where to start?

What makes a good quality product, service, project or operation? The factors that combine to create good quality are many and varied. From culture to competence, from governance to assurance, from risk to performance, each factor contains layers of connected sub-factors that operate together to produce quality, good or bad. It is only by studying this web of inter-connected factors that we can see and understand the full picture of quality.

Our Approach

Qfactorial is interested in the factors that make good quality happen in *business-critical* activities. When quality fails it can bring down safety, security, efficiency, profitability, sustainability, credibility and, ultimately, viability of the business. With so many factors behind it, and so much riding on its success, Q! is a very large and important number, whatever business you are in.

All businesses get the quality they deserve. It is a function of their attention and investment towards the most important *factors and how they are connected*. Achieving good quality means: identifying and managing the factors and their interactions; understanding their influence on business objectives and strategy; and finding the right solutions for specific problems and challenges without inadvertently making the situation worse. But we cannot fix or improve anything without changing something, and change itself is a risk/performance duality. So, managing the change we create is an important factor.

Managing change is equally important when quality goes bad. For example, when rules are broken, supplies are nonconforming, machinery breaks down, a chemical leaks or a facility explodes. We understand that such events don't happen in spontaneous isolation. There are usually multiple causes and effects, and only after asking all of the "why's" and "what if's" can we embark upon an *effective corrective*, addressing the important factors and managing the change required to prevent reoccurrence.

At Qfactorial we take a joined-up, holistic view of quality. We recognize that every business is a unique system in which people, materials, plant and processes constantly interact. Companies don't just *have* people, materials, plant and processes; companies *are* people, materials, plant and processes.

The Essence of Quality

Quality in all its guises will not occur, nor can it be maintained, by chance, good intentions or sheer willpower. Quality is realized only by conscious effort, careful design and diligent execution. Even then, it is subject to the changing expectations of clients, consumers, standards-makers and regulators. There can be no sustained quality without controlled change.

More to come...no more than 2 sides total so it prints double-sided on one A4 sheet.



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