

7 Quality Key Performance Indicators that are worth tracking

As a quality professional, you must be the eyes and ears of senior management. But with so much data available at your fingertips, it can be difficult to decide what you should report on.

When you are choosing which Key Performance Indicators (KPIs) to track, we believe it is always much more valuable to focus on the critical few, rather than the trivial many. But what are they? And what do they tell you about business performance?

1) Documents: Notification response rate

All of your organisations' documented procedures for identifying, collecting, storing, maintaining and amending quality and technical records are essential for keeping a healthy quality management system. The sign off, issuing and control of updates is a good measure of the efficiency of the quality system.

2) Audits and investigation: Findings closure performance

Generally internal audit and NCR actions close out rate is an area in **my experience that is a main auditing challenge**. Measuring this performance of overdue actions and owners is a good way of understanding where bottle necks or difficulties can be found to focus efforts in addressing?

3) Training: Overdue training requirements

Ensuring health and safety, product and quality training is up-to-date is essential for many regulatory requirements. Training days can be missed, re-scheduled or cancelled for a number of reasons. Keeping a log of each member of staff and there training in form of matrix associated to equipment and job role is a good way of tracking with SOP ref and any new procedures can be mapped out onto matrix. Keeping a stat on outstanding training by individual or dept can help to identify areas for focus.

4) Risk: Overdue risk assessments

Regulators are increasingly requiring Leadership to demonstrate that they are managing risk. There often needs to be documentation on risk appetite, how risk is being managed and the actions from risk assessments. Similar to number 3 on Training this can be simply done with a Keeping a log of each member of staff and there training against risk assessments in form of matrix associated to equipment and job role is a good way of tracking with RA ref and any new risk assessments can be mapped out onto matrix. Keeping a stat on outstanding training by individual, equipment, or dept can help to identify areas for focus.

5) Product Quality issues – Right first time

Raising and closing issues is important, but what about the failure rate of testing and the impact on the business? If product has to be retested, held, or reworked are significant costs in time effort and cost. This is a good measure of if QC systems are working well?

6) Held stock and reject/scrap

The value as a running monthly quantity is a powerful indicator of good quality management and process or material failures. This can be tracked by product and/ or value it aids the focus of effort into reducing or eliminating the causes.

7) Customer complaints

Ultimately it is the customer that is right if they don't like the product it has to be reacted to if significant! Having a feedback from the customer is valuable to know your producing what they want, to a standard they expect, and can help with the product development.