

What is FAST Quality?

FAST Quality is GEI's unique and powerful approach to Six Sigma Quality.

- Six Sigma Quality is an ideal level of performance, near zero-defects, which produces a virtually flawless product, service, or transaction. It indicates achievement of world-class performance.
- Six Sigma Quality Improvement is a proven methodology driven by the understanding of customer needs and the disciplined use of facts, data, and statistical analysis. FAST Quality combines the methodology of Six Sigma Quality with the speed of Lean Operations to create a process that delivers breakthrough results at incredible speed.
- The FAST Quality Improvement Process uses a Kaizen approach that shortens project cycle times from months to weeks.

FAST Quality Improvement Process

Phase 1: Focus on the vital few

- Recognize FAST Quality principles, practices, and language.
- Recognize potential for FAST Quality
- Identify customer critical quality characteristics

Phase 2: Analyze the current situation

- Define the process
- Test the measurement system
- Analyze the current performance

Phase 3: Successful improvement

- Identify root causes of the problem
- Test and implement solutions

Phase 4: Transform the process

- Redefine the process
- Implement control system
- Communicate project results, findings, and future recommended actions

What is FAST Improvement?

FAST Improvement is a powerful application of the right choice of Lean Operations, Six Sigma Quality, and Business Process Improvement to the right problems, resulting in incredibly FAST breakthrough results in your business performance.



"The right tool applied to the right problem getting results incredibly fast!"

Lean Operations focuses on maximizing the flow and velocity of an operation. (e.g.: making a gear or billing a customer). The objective is to design the workflow to minimize waste and create a flow of product or service at a pace set by the customer.

Six Sigma Quality focuses on perfecting what is made (e.g. an invoice or a gear) and how it is made (forms, parts, machines, training, testing, etc.). The objective is to design and create a product or service without defects, rework, or errors.

Business Process Improvement focuses on optimizing the information flow and value-added activity in the supporting processes of your operation or business (e.g. hiring, billing, order delivery processes). The objective is to create business processes that deliver information and services without delay or errors.

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Training and Support Services

GEI offers a variety of workshops on FAST Improvement and FAST Quality designed to address your needs.

Foundations of FAST Improvement

This is a one-day introduction to FAST Improvement. In this workshop you will learn how Lean Operations, Six Sigma Quality, and Business Process Improvement can bring your operation or business outstanding results in customer satisfaction and financial performance. You will learn the basic “language” of FAST Improvement and be introduced to the FAST Quality process.

FAST Improvement for Leadership

This is a one or two day workshop for leadership. GEI specialists perform a pre-workshop assessment of your operation or business to assist you in the identification of your critical-to-business-success issues. The output of the workshop is a list of the “vital few” improvement projects for FAST Improvement teams to immediately implement.

FAST Quality Kaizen Project

This is a six to eight week program for Project Teams designed to deliver fast results on a real project. The program consists of three Kaizen sessions over a five-week period, followed by a one to two week follow-up. At the completion of the process, the project will be complete or have a clear plan for completion; the team members will have the FAST Quality improvement skills (green belt level in Six Sigma terminology) needed to implement future improvement projects.

FAST Quality for Technical Leaders

This is a program designed to build technical capability and expertise in your operation. The program consists of repeated applications of the FAST Quality process as a team leader, supplemented by training on the advanced tools needed to analyze complex problems. At the completion of the program, two to four projects will be complete, and the individual(s) will have FAST Quality Technical Leader (black belt) level skills. Once a Technical Leader has demonstrated competence in applying the concepts and tools of FAST Quality, GEI will sponsor their certification as a Technical Leader (black belt). A certified FAST Quality Technical Leader can be expected to complete five to eight projects per year with an average savings of \$150 - \$300 thousand per project.

FAST Quality Results

- Implemented quality and productivity improvement projects in a \$170 million Tier I automotive company, \$10.5 million increase in operating profit in the first year.
- First time yield improvement from 40% to 99%, resulted in \$4 million annual savings.

Testimonial

“We have experienced sustainable improved results on all the projects we engaged in with GEI. Our employees embraced what they learned and continue to improve and apply the process long after GEI consultants finished working with them.”

– **Steven Denhof, SGL Carbon, LLC.**

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