NOVEMBER 2022

QUALITY DASHBOARD

Author: M Horton

Group   **Nov 2022**

NCR By Division

Division	No NCRs	Set Target
CCTV	3	5
5750	4	5
Engineering	9	10
HTA	26	5
Laser	54	35
Sherburn	1	5
Special Projects	5	5
WEC Jet	2	4
WEC Machining	19	4
M/C Centre	0	2

■ No NCRs   — Set Target
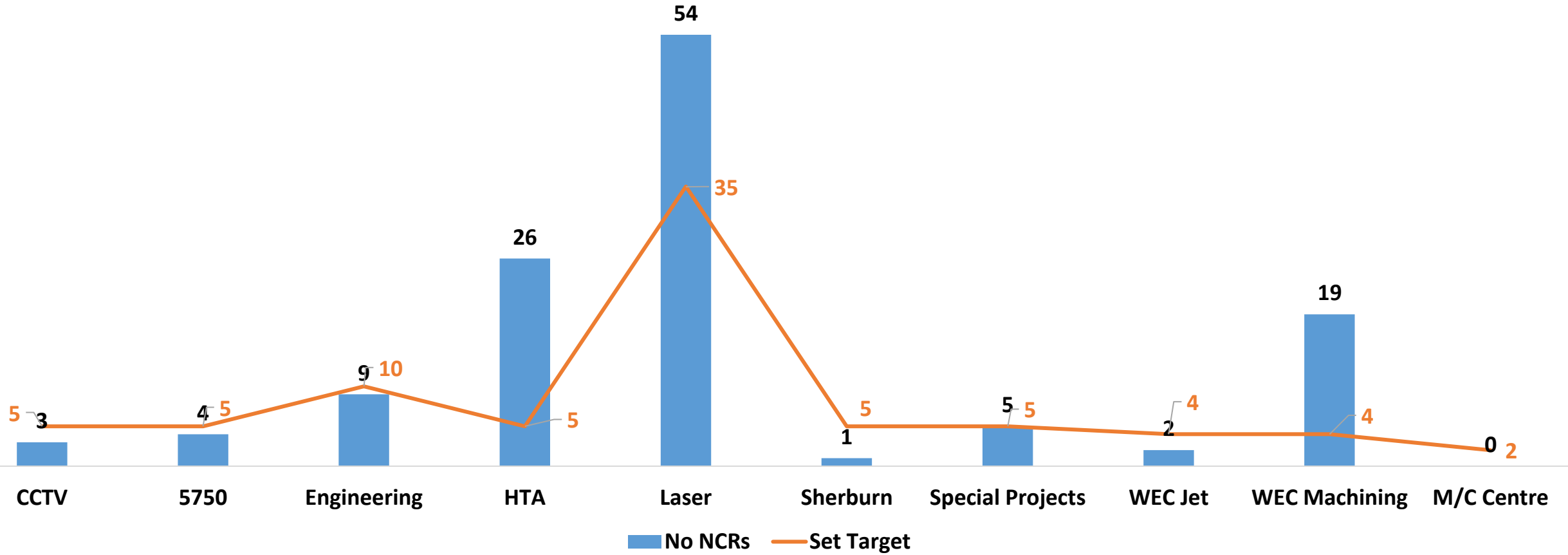
Group   **Nov 2022**

NCR Cost By Division

Division	Cost
CCTV	£417.78
5750	£1,256.22
Engineering	£450.00
HTA	£1,517.85
Laser	£9,435.18
Sherburn	£50.00
Special Projects	£2,733.50
WEC Jet	£922.60
WEC Machining	£9,332.49
M/C Centre	£0.00
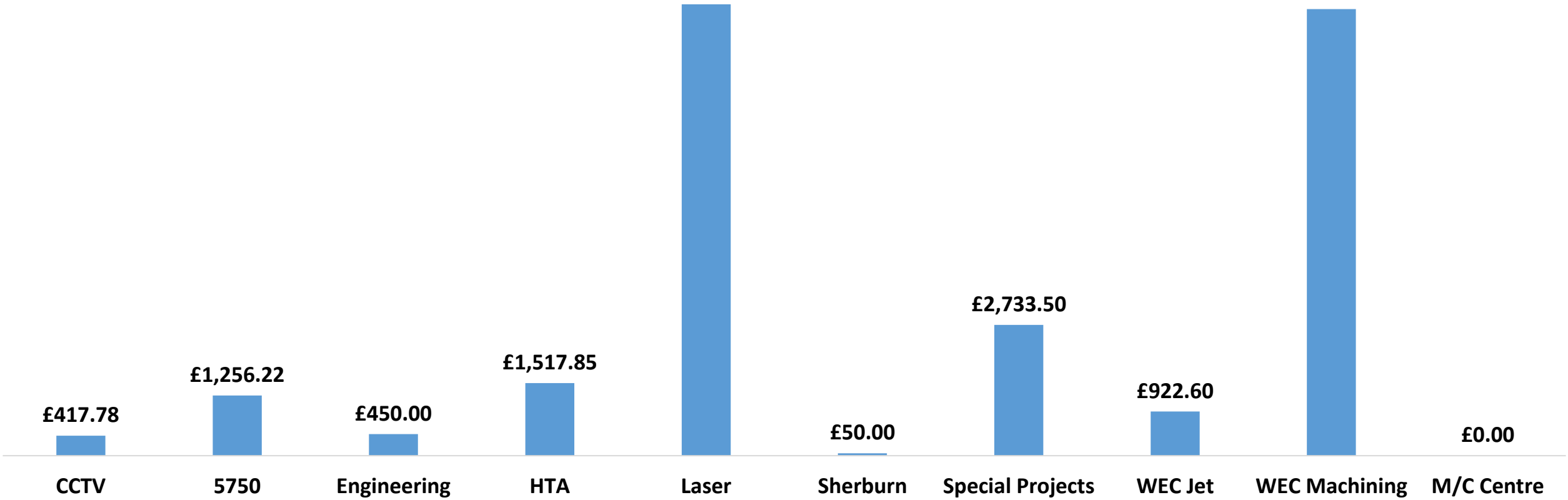
Group   **Nov 2022**

Percentage of non-conformances compared against turnover, by division

Division	Percentage
CCTV	1.015%
5750	0.075%
Engineering	0.026%
HTA	0.143%
Laser	0.436%
Sherburn	0.014%
Special Projects	0.437%
WEC Jet	0.446%
WEC Machining	1.492%
M/C Centre	0.000%

Set Target: 0.50%
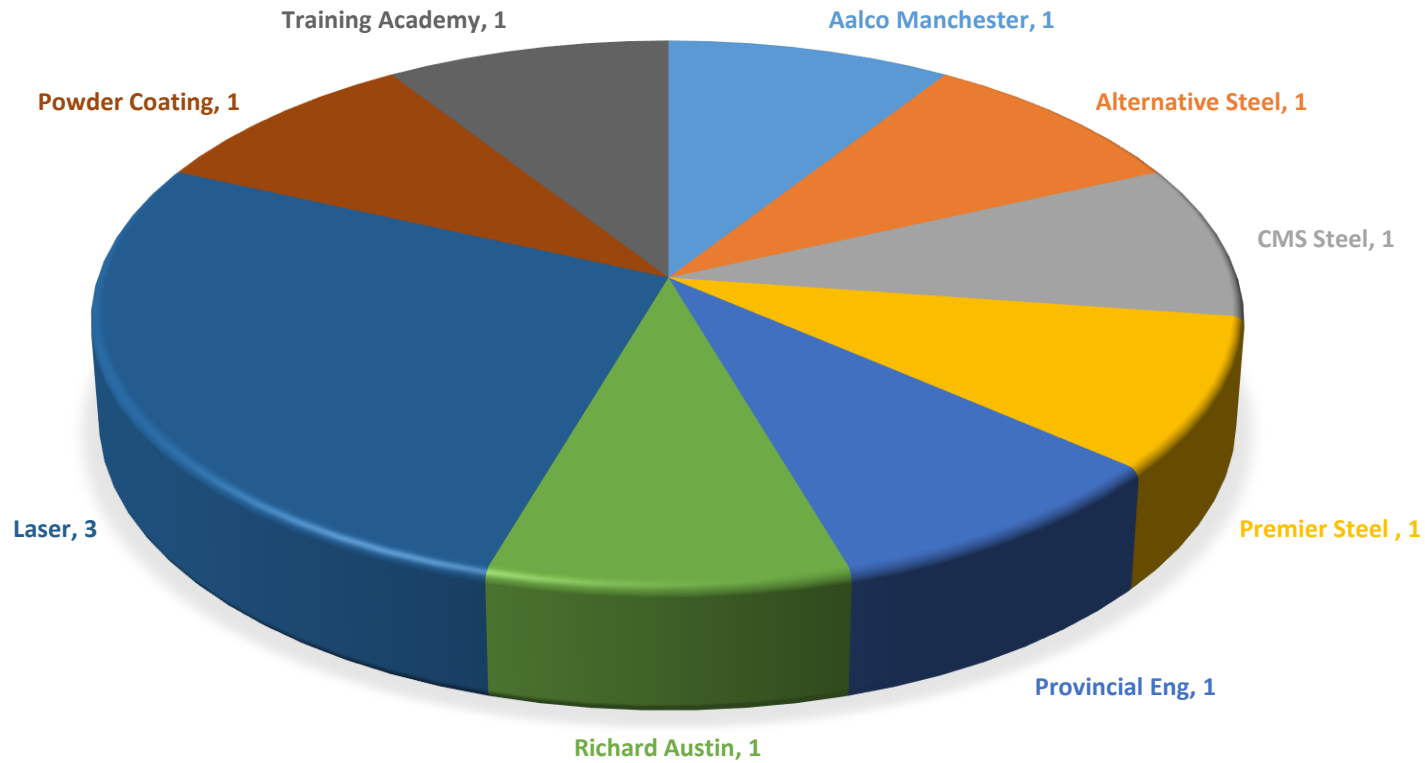
Legend: Percentage of non-conformance — Set Target
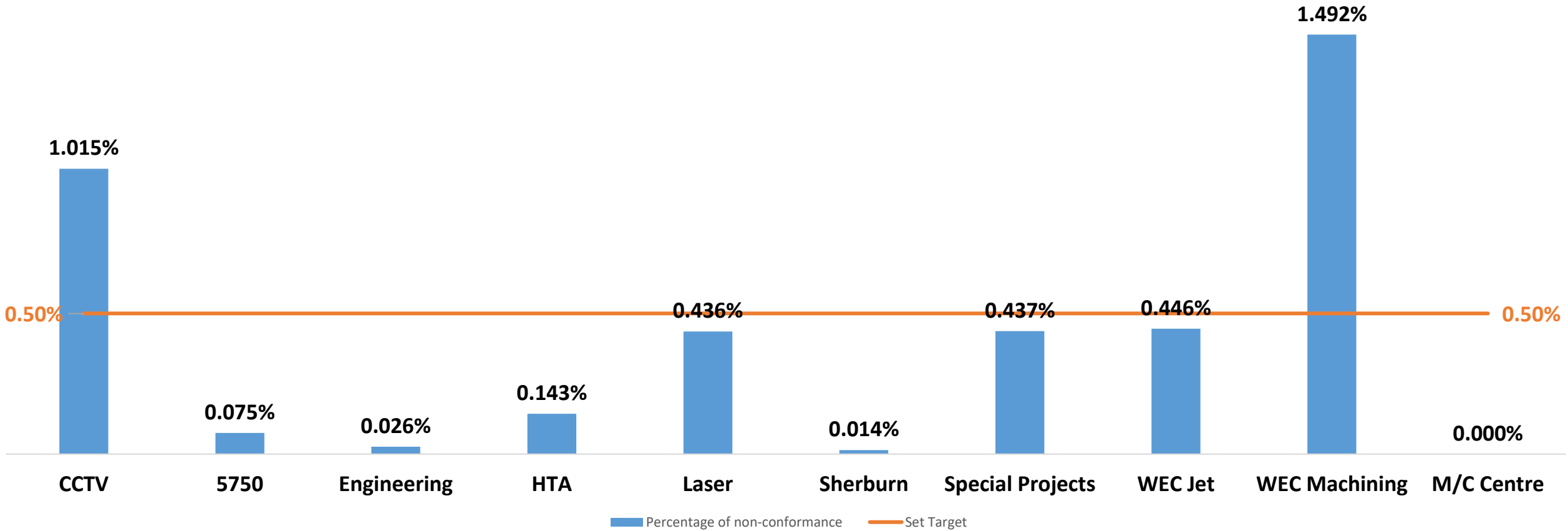
Supplier NCR cost for Sept is £1,374.00.
Division cost: Laser is £1,374.00.
Engineering and Special Projects is £0.00.

NUMBER OF NCRS

Training Academy, 1 — Aalco Manchester, 1 — Alternative Steel, 1 — Powder Coating, 1 — CMS Steel, 1 — Laser, 3 — Premier Steel , 1 — Richard Austin, 1 — Provincial Eng, 1

Set supplier targets:
The group quality function will conduct an assessment to see if improvements are needed when:
1. A supplier reaches 5% of non-conformances from providing between 20 and 50 orders.
2. A supplier reaches 3% of non-conformances from providing between 51 and 100 orders.
3. A supplier reaches 1.5% of non-conformances from providing over 100 orders.

Supplier(s) exceeded set target:
N/A
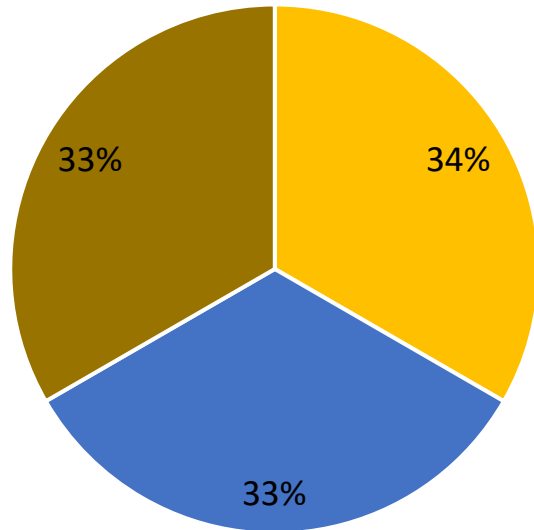
CCTV

Nov 2022

3 NCRs in this month.
NCR total cost **£417.78.**

Area of NCR

- Documentation
- Job Card
- Human Factors
- Process/Procedure
- Material
- System/Database
- Tooling Equipment
- Training
- Drawing
- Other

Significant NCR's of the month:
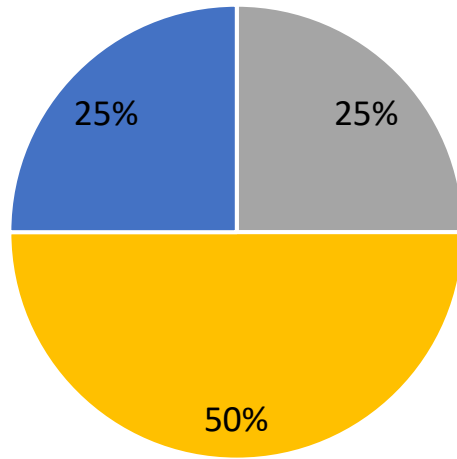1. No significant NCRs this month.

Trends:
1. NCRs are now being completed in a timely manner.
2. All November NCRs are closed.
3. Completion of NCR resource issue resolved. J Whittle is now NCR trained.
4. Process/procedure, human factors and documentation are the main factors of NCRs throughout 2022.

5750

Nov 2022

4 NCRs in this month.
NCR total cost **£1,256.22**

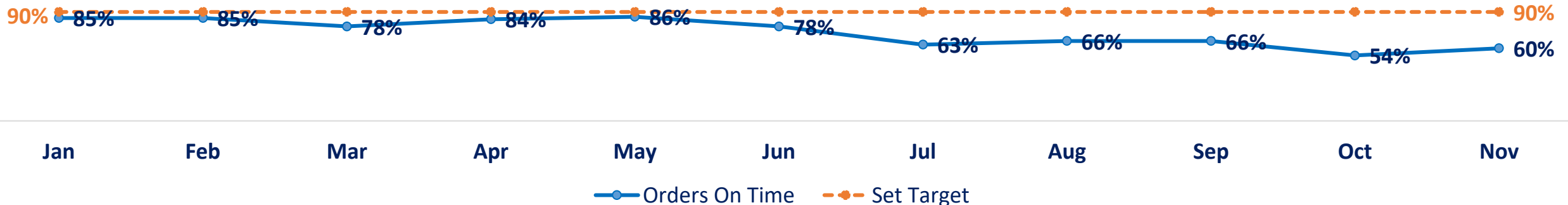### Area of NCR

25% | 25%

50%

Significant NCR's of the month:

1. NCR No: <u>60444</u>. NCR cost: **£598.62.**

Trends:

1. NCRs ARE being completed in a timely manner.
2. Most NCRs are due to operators not following process/procedure throughout 2022.
3. Significant reduction in NCR costs this month.
4. Excellent recording of NCR data throughout 2022.
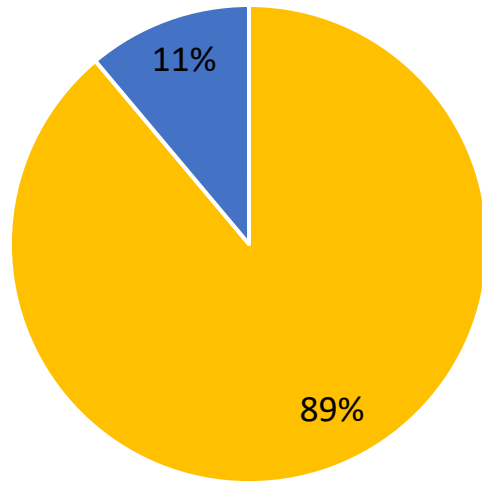5. On Time Delivery is far below an unacceptable level.

■ Documentation ■ Job Card ■ Human Factors ■ Process/Procedure ■ Material
■ System/Database ■ Tooling Equipment ■ Training ■ Drawing ■ Other

OTD-5750

90% | 85% | 85% | 78% | 84% | 86% | 78% | 63% | 66% | 66% | 54% | 60% | 90%

| Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov |

Orders On Time ------ Set Target

Engineering

Nov 2022

9 NCRs in this month.
NCR total cost **£450.00.**

Area of NCR

- 11%
- 89%

Significant NCR's of the month:
1. No significant NCRs this month.

Trends:
1. NCRs have not been closed off in a timely manner for Nov.
2. NCR costs are not being correctly captured throughout 2022 which is compromising KPI data.
3. Process/procedure is the main factor of NCRs throughout 2022.
4. On Time Delivery is improving.

■ Documentation ■ Job Card ■ Human Factors ■ Process/Procedure ■ Material
■ System/Database ■ Tooling Equipment ■ Training ■ Drawing ■ Other

OTD-Engineering

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Orders On Time	68%	81%	83%	86%	90%	88%	71%	81%	80%	83%	78%
Set Target	85%										85%

—●— Orders On Time   - -●- - Set Target

26 NCRs in this month.
NCR total cost **£1,517.85**

Area of NCR

- Documentation
- Job Card
- Human Factors
- Process/Procedure
- Material
- System/Database
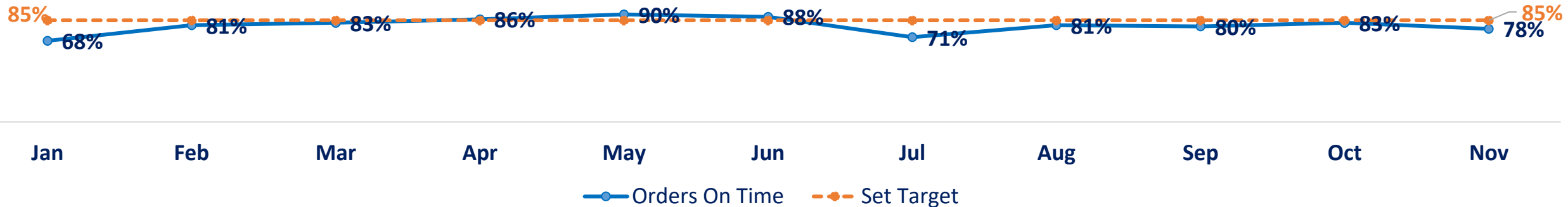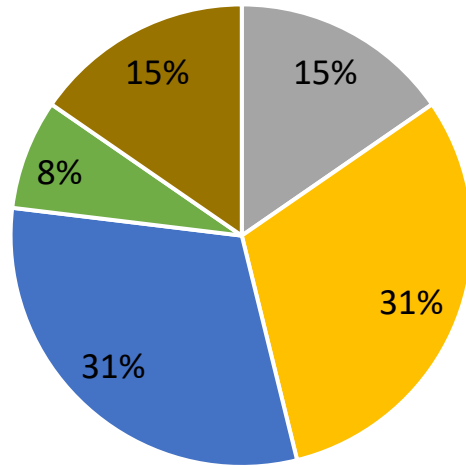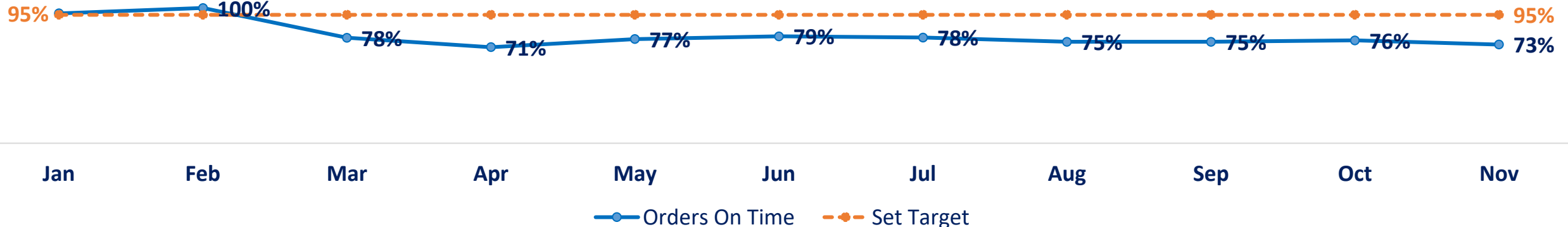- Tooling Equipment
- Training
- Drawing
- Other

Significant NCR's of the month:
1. NCR No: 90199. NCR cost: **£907.00.**

Trends:
1. A variety of root causes this month, mainly process/procedure and material
2. NCRs ARE being completed in a timely manner.
3. Process/procedure and human factors are the main factors of NCRs throughout 2022.
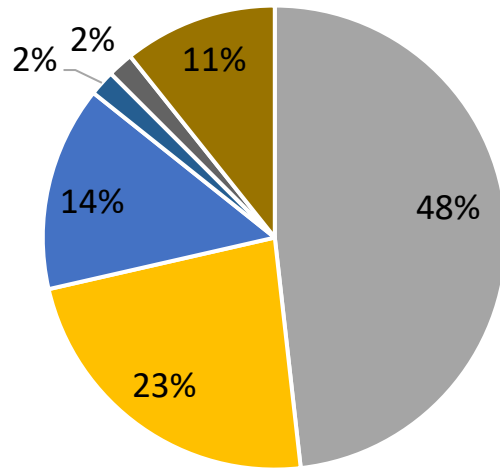4. On Time Delivery is below an unacceptable level.

OTD-HTA

Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov

—●— Orders On Time   -●- Set Target

Laser

Nov 2022

54 NCRs in this month.
NCR total cost **£ 9,435.18.**

Area of NCR

- 48% Human Factors
- 23% Process/Procedure
- 14% Material
- 11% Other
- 2%
- 2%

Legend:
- Documentation
- Job Card
- Human Factors
- Process/Procedure
- Material
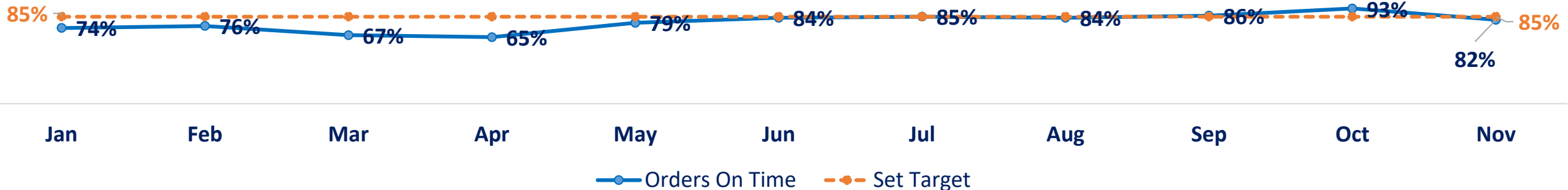- System/Database
- Tooling Equipment
- Training
- Drawing
- Other

Significant NCR's of the month:

1. NCR No: 14736. NCR cost: **£1,387.00.**
2. NCR No: 14701. NCR cost: **£571.16.**

Trends:

1. Increase of 6 NCRs compared to last month.
2. Reduced NCR cost of £10,518.64 compared to last month.
3. NCRs ARE being completed in a timely manner.
4. Number of NCRs raised have acceded the set target by 19.
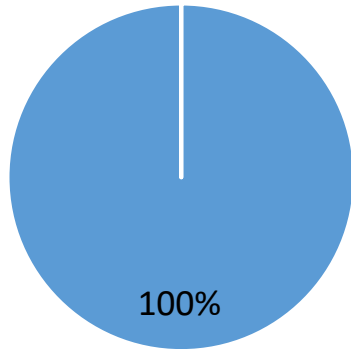
OTD-Laser

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
74%	76%	67%	65%	79%	84%	85%	84%	86%	93%	82%

Set Target: 85%

— Orders On Time — Set Target

Sherburn

Nov 2022

1 NCR in this month.
NCR total cost **£50.00.**

Area of NCR

100%

- Documentation
- Job Card
- Human Factors
- Process/Procedure
- Material
- System/Database
- Tooling Equipment
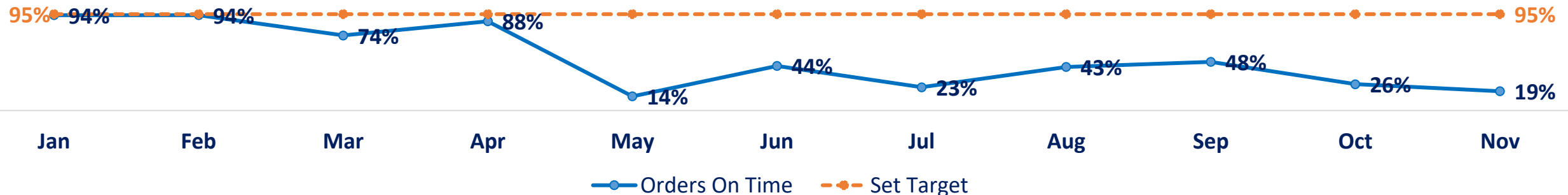- Training
- Drawing
- Other

Significant NCR's of the month:

1. No significant NCRs recorded this month.

Trends:

1. NCR costs are not being correctly captured throughout 2022 compromising KPI data.
2. Process/procedure and human factors are the main factors of NCRs throughout 2022.
3. On Time Delivery is far below an acceptable level *(currently under investigation. Initial findings is late deliveries from internal suppliers which is causing a knock-on-effect)*.

OTD-Sherburn

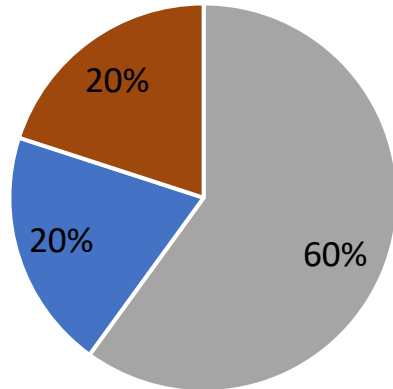|	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Set Target	95%	94%		88%							95%
Orders On Time	94%	94%	74%		14%	44%	23%	43%	48%	26%	19%

— Orders On Time   -- Set Target

Special Projects

Nov 2022

5 NCRs in this month.
NCR total cost **£2,733.50.**

Area of NCR

- Documentation
- Job Card
- Human Factors
- Process/Procedure
- Material
- System/Database
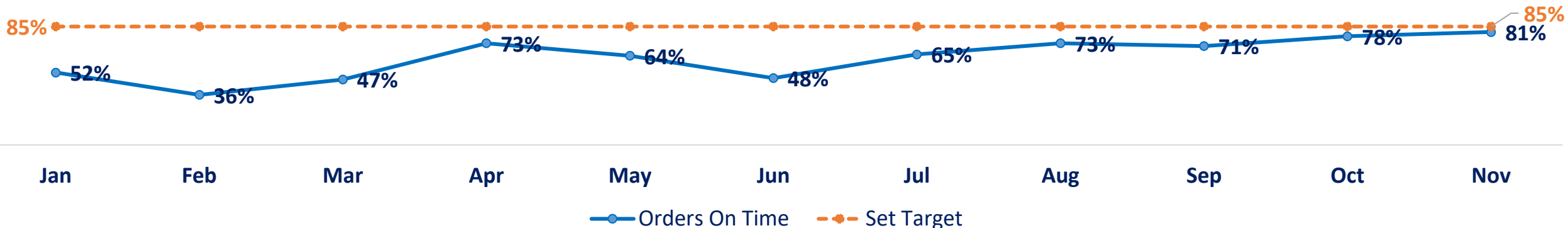- Tooling Equipment
- Training
- Drawing
- Other

Significant NCR's of the month:

1. NCR No: 21510. NCR cost: **£1,969.50.**

Trends:

1. Improvement in completing NCRs in a timely manner. 5 are currently open.
2. Increase of NCR costs of £1,991.50 compared to last month.
3. Process/procedure and human factors are the main factors of NCRs throughout 2022.
4. On Time Delivery is improving each month.

OTD-Special Projects
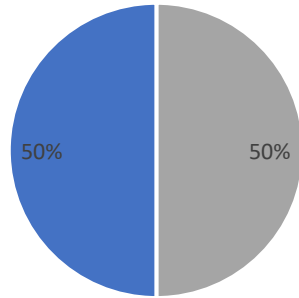

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
52%	36%	47%	73%	64%	48%	65%	73%	71%	78%	81%

85% Set Target — Orders On Time

WECJET

Nov 2022

2 NCRs in this month.
NCR total cost **£922.60.**

Area of NCR

- Documentation
- Job Card
- Human Factors
- Process/Procedure
- Material
- System/Database
- Tooling Equipment
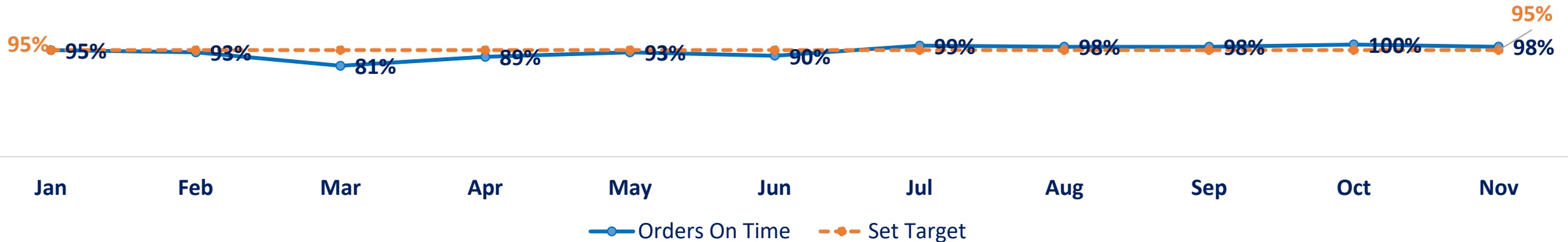- Training
- Drawing
- Other

Significant NCR's of the month:

1. NCR No: 70101. NCR cost: **£762.17.**

Trends:

1. NCRs ARE being completed in a timely manner under the remit of the Laser division.
2. On Time Delivery is at an excellent level.

OTD-WEC Jet

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Orders On Time	95%	93%	81%	89%	93%	90%	99%	98%	98%	100%	98%
Set Target	95%										95%

— Orders On Time --- Set Target

WEC Machining

Nov 2022

19 NCRs in this month.
NCR total cost **£9,332.49.**

Area of NCR

Pie chart legend:
- Documentation (5%)
- Job Card (5%)
- Human Factors (40%)
- Process/Procedure (25%)
- Material (5%)
- System/Database
- Tooling Equipment (5%)
- Training (15%)
- Drawing
- Other (5%)

Significant NCR's of the month:

1. NCR No: 80464. NCR cost: **£1,200.00**
2. NCR No: 80456. NCR cost: **£2,000.00**

Trends:

1. Improvement in completed NCRs in a timely manner.
2. Process/procedure and human factors are the main factors of NCRs throughout 2022.
3. On Time Delivery is below an unacceptable level.

OTD-WEC Machining

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
81%	65%	64%	47%	74%	80%	88%	71%	68%	75%	60%

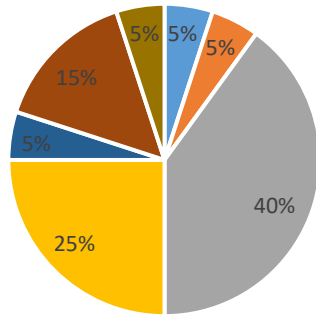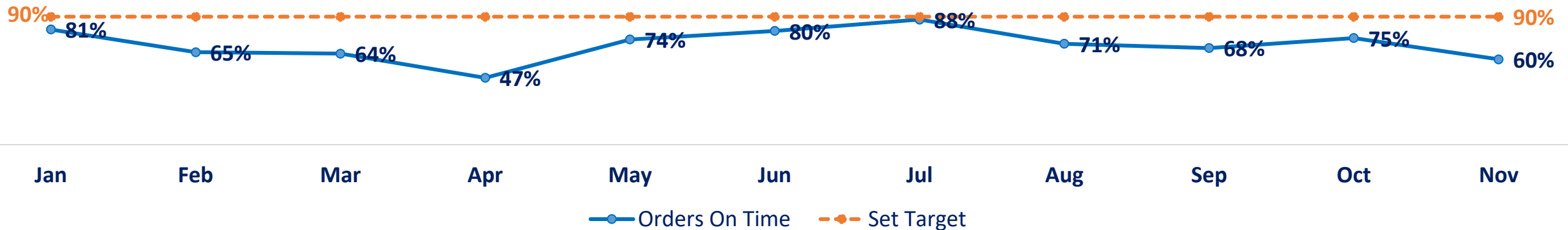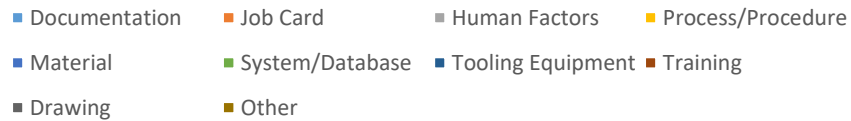Target: 90%

Legend: Orders On Time — Set Target

M/C Centre

Nov 2022

0 NCRs in this month.
NCR total cost **£0.00.**

Area of NCR

- ■ Documentation
- ■ Job Card
- ■ Human Factors
- ■ Process/Procedure
- ■ Material
- ■ System/Database
- ■ Tooling Equipment
- ■ Training
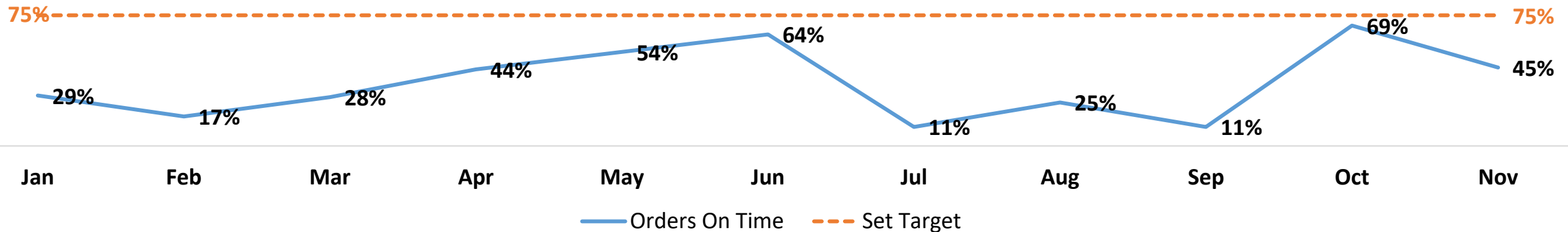- ■ Drawing
- ■ Other

Significant NCR's of the month:

1. No NCRs raised this month.

Trends:

1. NCR costs are not being correctly captured throughout 2022 which is compromising KPI data.
2. Process/procedure and drawings is the main factor of NCRs throughout 2022.
3. Significant improvement in effectively recording NCR data.
4. On Time Delivery is below an unacceptable level.

OTD-Machining Centre

75% — 75%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Orders On Time	29%	17%	28%	44%	54%	64%	11%	25%	11%	69%	45%

—— Orders On Time   - - - Set Target

Each division are responsible for assessing the KPI data and implementing improvement actions if reasonably practicable.
If improvements aren't seen through the KPI data, then the Group Quality Manager will consider adding these as set objectives for the relevant division.