



Quality Seminar

*Presented by the Geelong Quality Council and
supported by the Geelong Manufacturing Council.*

Root Cause Analysis When Quality Fails

Thursday 13th September 2007

5:15 pm – 6:30 pm (Registration from 5:00pm)

TOPIC

- Ensuring that a product meets the customer's specifications is of vital importance to any organization. Failure to meet specifications can be very costly with regards both the replacement of the faulty product and the potential loss of future business due to poor quality. The assurance of product quality can become more complicated when components are sourced from a third party.

FORMAT

- Peter McCoombe, RCA specialist from Safe Decisions, will present a case study illustrating a quality assurance failure potentially worth \$4M. The seminar will also provide opportunities for participants to share their experiences on the subject.

CASE STUDY

- Mid 2006 Keppel Prince Engineering (KPE) received an order to supply bolt cages to Acciona for their wind farm project at Waubra near Ballarat. The bolt cages form part of the foundation for the wind tower. KPE sourced bolts via a local supplier who in turn sourced them from an importer who in turn sourced them from an overseas manufacturer.
- Compliance certificates were received from the supplier to confirm the bolts complied with the specification. About half the cages were supplied to Acciona and 5 were actually installed in the ground at Waubra when some random sampling of the bolts found a number did not comply with the specification and Acciona rejected all bolts supplied.
- KPE places a high importance on meeting customer requirements and the refinement of its internal procedures to improve their services to their clients. An investigation was conducted using Root Cause Analysis to identify the cause of the problem to prevent future occurrences. The presentation will cover in detail the process used in this investigation.

REGISTRATION

- Venue: Dromoland House, 258 Pakington St, West Geelong (formerly Berkley Lodge)
- Cost: \$20 (inc GST) includes afternoon tea and copy of presented materials.
- **RSVP by Monday 10th September 2007**
- Register on line: WWW.GQC.ORG.AU/ForumRego.htm or mail attached registration.
- Further details available from Flavio Giurco on (03) 5245 1249 or mob: 0439 319 249.



**GEELONG
QUALITY
COUNCIL**

ABN 60 930 565 803

95 Ormond Rd
East Geelong
VIC 3219
Ph: (03) 5245 1249

Registration / Tax Invoice

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Registration 3			
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Cost: \$20 (inc GST)

Please RSVP by Monday 10th September 2007

Register on line at: WWW.GQC.ORG.AU/ForumRego.htm OR Please return to:

Geelong Quality Council
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East Geelong
VIC 3219