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### **Course ID: P2194**

#### **GENERAL DESCRIPTION:**

Enable participants to create and understand what performance measurables are and the need for measurables with regard to the requirements of the standard and technical specification. How to identify measurables for specific department and to produce a uniform reporting system for each department's various performance measurables.

#### **LEARNING OBJECTIVES:**

- What is a measurable?
- Why do we need departmental performance measurables?
- The requirements and expectations of ISO/TS 16949 and ISO 9001
- Continual Improvement
- Establishing Targets
- What is a Paynter Chart?
- Trend Analysis
- Pareto Analysis
- Manually build a Paynter Chart
- Chart Hierarchy
- Typical charts for various departments
- Paynter Charts for different levels of review
- Using a Excel-based Macro program
- Conclusion – Review – Questions and Answers

#### **DURATION/SCHEDULE:**

- 1 day of instruction, discussion, and assignments/workshops
- Classroom hours are typically 8:00 a.m. - 12:00 p.m. and 1:00 p.m. - 5:00 p.m.

#### **STUDENT MATERIALS:**

- Student Workbook
- Additional handouts as appropriate