

# Why SPC?

## Questions for Top Management

### **Introduction to Top Management Seminar**

This section provides questions designed to stimulate discussion of SPC implementation in your organization. An open dialogue on these topics will clarify goals, solidify commitment, and provide information for customizing SPC training in the organization.

These questions are provided as a framework, and to help get a discussion started. Feel free to add questions before and during the session.

### **Seminar Options:**

Copy the pages with questions to be used alone, or in addition to the Participant Manual module on “Why SPC?”. Options for facilitation follow.

### **Workshop**

Lead managers through the “Why SPC?” module. During the sections on goals and benefits of SPC, as well as roles and responsibilities, integrate the discussion questions as appropriate.

Record the answers on a flipchart or other medium in order to keep responses visible.

Summarize and obtain agreement on decisions and any assigned action items.

## **Discussion Session**

Gather managers together and facilitate a discussion using the questions to guide the session.

Record the answers on a flipchart, overhead transparency, or other medium in order to keep responses visible.

Summarize and obtain agreement on decisions and any assigned action items.

## **Interviews**

The preferred method is to have an interactive discussion with managers gathered in the same room. If this is not possible, the questions can be used to guide individual interviews with managers.

Interviews can also be used to gather information from managers who may not be able to attend a workshop or discussion session.

Results should be compiled and reported to all managers with further opportunity for feedback provided.

## Questions for Top Management

### Goals

What are our internal reasons for implementing SPC?

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What do we hope to accomplish with SPC, and by when?

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How does SPC implementation fit into the organization's mission, quality policy, yearly goals, initiatives, etc.?

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**Organization**

What is our structure for SPC (e.g., steering committee, coordinator, etc.)?

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How will top management track implementation and progress of SPC?

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**Market Factors**

What are our customers telling us about using SPC?

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What are our competitors doing with SPC?

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Expectations

What are our expectations of employees regarding SPC?

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What are our expectations of supervisory and management personnel?

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What do we look for regarding SPC in new job applicants?

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**Pilot Project  
Selection**

Do we have a pilot project in mind? Does it meet the criteria below?

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**General  
Success Criteria**

- ☐ The project has a direct impact on key business issues.
- ☐ The results would be measurable.
- ☐ The project would show a return on investment.
- ☐ Top management will support the project fully.
- ☐ Everyone on the team has a vested interest in the project.

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**Additional Criteria  
for Pilot Projects**

- ☐ A data collection system is already in place.
- ☐ There is a well-defined project scope.
- ☐ There is a high probability of success.

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