


The smart route to specialist management resource

## Compiling Your Case Studies

The Case Study is an important tool in your CV armoury. It can help you illustrate more effectively the impact you personally made to a business through the “Before” and “After” states.




**CASE STUDY: Reinforcing The Quality Message**  
Candidate: GIP00000

**Company:** Name Withheld (Example)  
**Location:** Location Withheld (Example)

**Roles & Responsibilities:** Appointed Interim Head Of Quality. Quality role was to be highly visible, hands on, out in the shop, lead by example. Make all actions simple but effective, bring quality to life. Involve management at all levels, to drive home the quality message.

**Industrial Sector:** Sector Withheld (Example)  
**Assignment Date:** March 2007



**Before**

**Systems**

- No standardised Specification / options list was available for any machine, leading to numerous faults / omissions.
- Quality was not measured at any stage within the process, leading to a lack of visibility in the production meetings and the wider workplace. No statistical analysis was applied to any fault, no-one knew the true drivers of faults, or their size.
- Design and production FMEA audits were not carried out. The Design team could not get reliable data on production faults or service failures, lessons were not learnt and costly faults continued to be designed-in.

**Facilities**

- No gauges or other test equipment were available to the Inspectors
- No calibration facilities existed
- No 'Quality Board' or other message board was available

**People**

- No one listened to the inspectors, morale was very low. The team were not trained and under strength. Production was King, not Quality.
- The two inspectors only looked at the final product, Goods-in, Design, Assembly and dispatch were not included in audits.
- No system existed to equate the quality of finished goods & award the bonus payments to the score (as opposed to just using the production output to calculate payments)

**After**

**Systems**

- Worked with a cross-functional team to specify and write a suite of software defining a full standardised specification of each machine. The machine could be electronically tracked throughout the process flow. Data was available live site-wide to cut communication errors.
- Worked with a cross-functional team to create a suite of software which captured, statistically analysed & electronically distributed (via shaped reports) pertinent quality data. For example: The defect rates, causes of each fault & responsibility for resolution and the cost of faults, trends and 'open' concerns.
- Created an 'After Sales' software package to capture the 'in-Service' quality of the product, logging faults v engine hours (service costs). This allowed the true product cost during the product lifecycle to be calculated for the first time. Sales could also start to target customers who would soon require spares.


**Facilities**

- A fully equipped QA lab was built and operated for the storage, distribution and calibration of inspection gauges and measurement equipment.
- A series of 'Quality Boards' were erected and pertinent quality data displayed.

**People**

- The team tripped in strength within 6 months, trained in 5s, 6 Sigma 'green belt' standard, and encouraged to create trials & improve the systems mentioned above, grants (morale) were given.
- Created a system to track the incoming goods for quality (using sampling charts, standardised audits and reporting).
- Wrote and deployed a system to audit each bay on the production site and award a score, the quality segment of the production bonus scheme.

Within your candidate “Case Studies” page, clicking “Add Entry” will direct you to the data input fields to start to flesh out your Case Study. Once completed, you will be able to “print” out your personal copy to attach to your CV. Completion of the “Case Study” follows the format below. You may type it in online or cut and paste lines from another document. We have restricted the number of characters to keep to one page.



Case Studies

| Start Date | Assignment                   | print | delete |
|------------|------------------------------|-------|--------|
| 01/03/2007 | Quality Systems Improvements | print | delete |

[Add Entry](#)

Chose a punchy title:

Case Study Title:

Company Name:

Industry Sector:

Location:

Assignment Start Date:

Format: MM/YYYY

Roles & Responsibilities:

320 characters

You do not have to complete every box, but we recommend that you run with two or three “Main” headings as per the example, and two or three of the “Before State” and “After State” summaries. Keep it brief and punchy.

Main Heading 1:

Select, or type your own below

Other Heading 1:

Before State 1 / Heading 1:

250 characters

After State 1 / Heading 1:

250 characters

Before State 2 / Heading 1:

250 characters

After State 2 Heading 1:

250 characters

Before State 3 / Heading 1:

250 characters

After State 3 / Heading 1:

250 characters

Main Heading 2:

Select, or type your own below

Other Heading 2:

Before State 1 / Heading 2:

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After State 1 / Heading 2:

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Before State 2 / Heading 2:

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Before State 3 / Heading 2:

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Main Heading 3:

Select, or type your own below

Other Heading 3:

Before State 1 / Heading 3:

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Before State 2 / Heading 3:

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After State 2 Heading 3:

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Before State 3 / Heading 3:

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After State 3 / Heading 3:

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Save

Please remember to “Save” every 20 minutes as the system will log you out after this time and you will lose your work.