

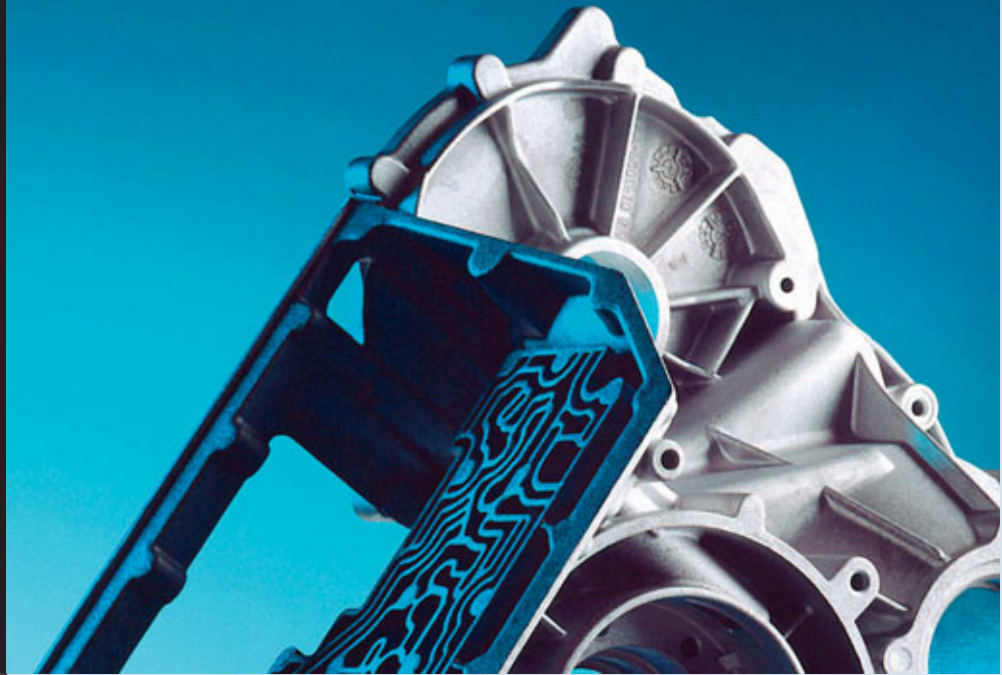


Room for improvement



Quality management
Management consultancy

**Your partners
for quality**



Quality managers from the industry will be your consultants

- ✓ We will assist you with developing defensive strategies in acute cases of customer complaints
- ✓ We will take temporary charge of your quality management
- ✓ You will cut your company's defect rate
- ✓ You will optimise your claims management with customers and suppliers

Quality management

We will analyse the individual situation of your company and develop a customised concept to improve your quality standard.

Benefit from our practical experience. We will introduce standards such as DIN EN ISO 9000:2000, VDA 6.1, QS 9000 or ISO/TS 16949 for you. Close to your customers and ready for certification.

Make use of a visionary TQM concept tailored to your company's needs. We will implement a custom-made system according to your requirements that is really practicable.



Six Sigma

During the last few years, we have carried out successful *Six Sigma* projects in numerous companies. Six Sigma is the all-embracing corporate concept to provide you with maximum business success, taking into account the demands of your customers.

The potential for improvement by introducing Six Sigma is enormous:

- **Reduction of defect costs by 50 to 90%**
- **Reduction of lead times by 20 to 90%**
- **Increase in direct and indirect staff productivity by 10% to 30%**
- **Reduction of inventory by 25 to 50%**
- **Improvement of delivery schedule reliability in all departments by 90%**

Of course we will also support you in the operation and development of your management system.

Claims management

You want to cut your defect rate and eliminate causes of defects.

We will show you how to reach your goals. We apply practical methods to check and document the complete customer complaint process step by step, developing permanent solutions.

A detailed report will highlight the basic problems and their solutions. Our practical methods have proved successful in the automotive and machine manufacturing industries:

We

- **form expert teams**
- **analyse the problem**
- **take immediate action**
- **identify causes of defects**
- **plan practical measures to remedy defects**
- **implement these measures**
- **prevent repetition of errors**
- **acknowledge team success and implementation**



*Improve constantly
and forever the system
of production and
service, to improve
quality and productivity,
and thus constantly
decrease costs!*

Edwards Deming





Partners for quality



Gerhard Jochheim is the name giver and founder of our management consultancy. He is in charge of concept development and consulting. The seasoned Six Sigma Black Belt bearer is a quality management expert with 15 years' experience in the international automotive market, maintaining excellent relations with all German and European automobile manufacturers.

Please call us – Gerhard Jochheim is looking forward to talking to you!

Hotline:

++49-2331-924335

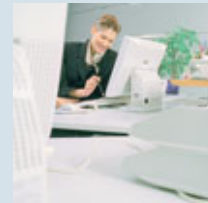
*There is always room
for improvement!*



Tanja Fey-Rädisch supports Gerhard Jochheim in our training seminars, coaching participants during their practice sessions. The certified social pedagogue has spent several years in post-graduate study to qualify as a family therapist as well.

Work efficiency is often hampered by long-established, obsolete routines. In cooperation with seminar participants, Tanja Fey-Rädisch trains participants in successful negotiating skills, stress management and coaching.

Tanja Fey-Rädisch is looking forward to working with you.



Our staff take care of preparing and organising all training seminars. They will also support the teams during the courses.