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**Performance improvement of
management systems — Guidelines for
Daily Management**

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Contents

	Page
0	Introduction 1
0.1	General 1
0.2	Consistency with other standards 1
0.3	Relation between JIS Q 9001 and JIS Q 9004 1
0.4	Compatibility with other management systems 2
1	Scope 2
2	Normative reference 2
3	Terms and definitions 2
4	Implementation of daily management 4
4.1	General 4
4.2	Clarification of mission/role of job unit 5
4.3	Analysis/deployment of job 6
4.4	Clarification of one job process 7
4.5	Standardization of process 9
4.6	Determination of control points/control levels, and visualization of abnormality 11
4.7	Detection and sharing of abnormality, and immediate remedy 15
4.8	Root cause investigation and recurrence prevention for abnormality 16
4.9	Making daily management ingrained in organization 19
5	Senior manager's role 20
5.1	General 20
5.2	Securing and providing management resources for daily management 20
5.3	Systematization of mission/role and control points/control levels 20
5.4	Review of implementation status of daily management and provision of instructions 21
6	Department-wise daily management 22
6.1	General 22
6.2	Design and development 22
6.3	Production 24
6.4	Sales 24
6.5	After-sales-service 26
6.6	Administrative and staff functions 27
7	Daily management promotion 27
7.1	General 27
7.2	Promotion planning 28
7.3	Education and training of daily management 29

7.4	Establishment of systems to promote daily management	30
7.5	Programs to promote daily management	31
7.6	Evaluation of level of daily management	32
Annex A (informative)	Role of daily management in Total Quality Management	33
Annex B (informative)	Concept of daily management	37
Annex C (informative)	SDCA cycle	39
Annex D (informative)	Standardization	41
Annex E (informative)	Control points and control levels	43
Annex F (informative)	Evaluation criteria of daily management level	46
Bibliography	59

Foreword

This Japanese Industrial Standard has been established by the Minister of Economy, Trade and Industry through deliberations at the Japanese Industrial Standards Committee according to the proposal for establishment of Japanese Industrial Standard submitted by Japanese Society for Quality Control (JSQC)/Japanese Standards Association (JSA) with the draft prepared from the association standard (JSQC-Std 32-001:2013) being attached, based on the provision of Article 12 Clause 1 of the Industrial Standardization Law.

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Performance improvement of management systems — Guidelines for Daily Management

0 Introduction

0.1 General

Even if attractive new products/services are planned and designed with the understanding of needs of customers and society, it will be impossible to beat competitors if those products and services are not manufactured and provided as planned and designed. It is often said in the world of quality management, “Quality is achieved through the process.” This is the simple expression to show that establishing and following the process is a better way than inspecting and verifying the finished products in order to economically produce the planned products/services.

However in large organizations, it is often the case that an important part of the process is unclear, or even if the process is well-established, the work is not performed according to it. The process, therefore, will most likely not achieve the planned performance under such a situation. “Daily management” is the methodology devised to deal with this problem. Daily management is the foundation of organizational management, and its quality significantly affects the profitability of the organization. Daily management, therefore, should be thoroughly implemented and enhanced in all job units and hierarchies of the organization.

This Standard consists of the fundamentals of daily management, guidelines to implement daily management and guidelines to promote daily management throughout an organization.

No corresponding International Standard has been established at this point.

0.2 Consistency with other standards

This Standard is designed with the aim of daily management for the performance improvement of a management system and intended to be used independently; however, this Standard may be used with consistent group of such standards as **JIS Q 9023** for policy management, **JIS Q 9024** for improvement activity, and **JIS Q 9025** for quality insurance to complement each other.

Annex A shows the role of daily management, policy management, improvement activity and quality insurance. Also, this Standard is designed to be used as a supporting technique for the quality management specified in **JIS Q 9005**.

0.3 Relation between JIS Q 9001 and JIS Q 9004

This Standard is designed to be used as a supporting technique for an organization to effectively and efficiently operate the management system on the basis of **JIS Q 9001** and **JIS Q 9004**.