

A Contextualized Quality Problem-Solving Method

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Abstract

The industrial products developed today are more complex and the times given to design them, shorter. In this situation, companies have to use effective problem-solving methods which have to be adapted to all types of problems. This article proposes to adapt the problem-solving method to the context of each problem. The idea is to have a methodological base and to choose the right tools and stage sequences related to each specific problem. To characterize the context of the problem, we propose to introduce two evaluations: the problem profile and the problem solving state. This article gives techniques to materialize these two concepts and then to build a customized method from these two evaluations each time. An industrial application in a new high technology company illustrates our proposition and presents how it can be implemented.

Keywords: Quality, Contextualized Method, Meta method, Problem Profile, Problem-solving, Quality Tools, Solving State

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