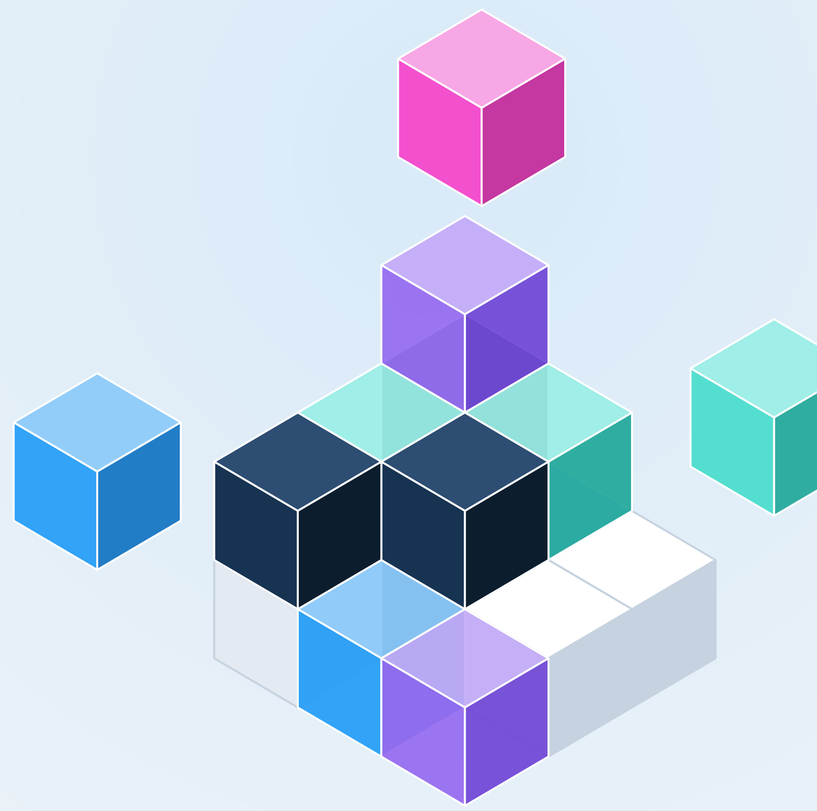
OPERATIONAL EXCELLENCE

SQDCP Performance Management

SQDCP organizes daily performance into five fixed categories, Safety, Quality, Delivery, Cost and People, so every team reviews the same essentials in the same order.



01 THE CORE MODEL

FIVE COLUMNS · SAME ORDER EVERY DAY

S
Safety
Lagging: injuries. Leading: near misses reported and closed, safety walks done.

Q
Quality
Lagging: customer complaints. Leading: first pass yield, process audits.

D
Delivery
Lagging: on-time delivery. Leading: hourly plan attainment, backlog.

C
Cost
Lagging: cost per unit. Leading: scrap, overtime hours, OEE.

P
People
Lagging: staff turnover. Leading: absence, training coverage, ideas implemented.

Fixed order
Safety first, always: the order itself signals priorities.

Visual status
Green or red against target, readable from a distance.

Action link
Every red point leads to an owner and a countermeasure.

02 A BOARD THAT WORKS

A good board answers one question: are we winning today?

WALLPAPER — WORKING TOOL

BOARD AS WALLPAPER

- − Monthly data that nobody can act on
- − Too many metrics per column
- − Red stays red for weeks

BOARD AS A TOOL

- + Updated by the team, daily or hourly
- + One or two metrics per letter
- + Red triggers action the same day

03 WORKED EXAMPLE

ASSEMBLY TEAM BOARD · ONE SHIFT

SAFETY
Near miss logged
trolley blocks walkway

→

QUALITY
Torque reject
at one station

→

DELIVERY
Plan behind
linked to the rejects

→

ACTION
Tool recalibrated
owner: team leader, today

04 MANAGEMENT TAKEAWAYS

01
Keep few metrics per letter
One or two that the team can influence every day.

02
Mix lagging and leading
Results show the past; leading metrics let you act in time.

03
Cascade the same structure
Use SQDCP at every tier so issues roll up cleanly.

05 COMMON MISTAKE

LIMITATION
Reporting without reacting
A board that is updated but never discussed becomes decoration. Review it in the tier meeting.