

## Quality Metrics Improvement

### Context :

- 1 : Manually measurements of quality metrics
- 2 : “Change control” for Equipment/process
- 3 :”Right the first time” action plan
- 4 : Activities and processes following

### Practices or methods (steps of approach) :

1. Quality metrics redefinition
2. Calculation and reporting automation
3. Database creation for activities following
4. Documentation and skills transfer
5. Approbation by the Quality Insurance

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### Results :

- 1 : Automatic and customizable reporting tools
- 2 : Quality metrics formal definition
- 3 : Site activities modelling
- 4 : Metrics calculation reliability
- 5 : Human resource release

