

Using ISO 19158

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ISO 19158 Game

- Divide yourselves into two teams of equal numbers

What did we learn from the exercise?

- For the customer, investing a little of their time and expertise paid dividends immediately
- It also worked for the supplier. They got paid sooner.
- Introducing a training section meant that everyone knew what was expected of them. This ensured production soon got up to speed.
- Introducing a quality control section maintained quality (sustaining profit) and allowed the supplier to reduce costs.
- Some thoughts:-
 - How would this look next time a bid comes round?
 - How easy would it be to change the requirement?
 - What trust would the customer have in ensuring that the supplier can maintain this quality?
 - How could the supplier ensure the quality is maintained?