Operational excellence

QRQC: Rapid Response to Quality Problems

One day to set up a rapid response to quality problems: detect a defect, protect the customer without delay, analyse on the shop floor with the actual parts, then deal with the cause. Participants practise QRQC at line, workshop and plant levels on recent defects from your site. They leave with a QRQC sheet adapted to your activity, escalation rules and a first problem analysed.

Duration : 1 day

Objectives

1. Explain the principles of QRQC: go to the shop floor, observe the actual parts, rely on real data
2. Apply customer protection measures: blocking, sorting, containment, checking downstream stock
3. Run a short analysis with the QRQC sheet: description, is / is not, probable causes, verification
4. Organise the line, workshop and plant levels, and the criteria that escalate a problem to the next level
5. Assess when to switch to an 8D and how to capture lessons learned

Programme

Day 1 — morning

• Origin and principles of QRQC: reacting the same day, as close to the defect as possible

• Detection and alert: trigger criteria, who alerts whom, within what time

• Customer protection: containment, sorting, identifying suspect products, reinforced inspection

• QRQC sheet: factual description, is / is not, comparison with a good part

Day 1 — afternoon (workshop)

• Probable causes, shop-floor verification and immediate actions

• Daily QRQC meeting: format, duration, follow-up board at line, workshop and plant levels

• Moving to an 8D for recurring, complex or customer-reported problems; lessons learned

• Workshop: handling a recent defect from your site with the QRQC sheet, from alert to verification

• Knowledge test and validation of the site's QRQC sheet

Teaching methods

• Analysis of recent defects from your site, with the parts or products concerned

• Simulation of a quality alert under time pressure, from containment to the QRQC meeting

• QRQC sheet adapted to your site and tested during the session

• Delivered in French or Darija for line supervisors

• Structured debrief after each exercise

Assessment and documents

Knowledge test and end-of-course evaluation at D+1; the QRQC sheet completed in the workshop serves as an assessed practical exercise. Numbered certificate, verifiable online, for each participant; training report handed to the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

QRQC acts fast; recurring or complex problems need a deeper analysis: see « Problem Solving: 8D, A3, 5 Whys, Ishikawa ». QRQC fits into the meetings described in « Short-Interval Management and Routines ».

Practical information

Duration	1 day
Audience	Team leaders, production supervisors, quality technicians and engineers, workshop managers
Prerequisites	No prerequisites; knowing 5 whys is useful
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

QRQC or 8D: which should we use?

Both. QRQC is the answer of the day: protect the customer and quickly find a probable cause. The 8D is a longer approach, often requested by the customer, for recurring or serious problems. A well-completed QRQC sheet is the starting point for the 8D.

Is QRQC reserved for automotive?

No. Born in the automotive industry, it applies to any production where a defect must be contained quickly: agri-food, packaging, plastics, pharma, metalworking. The alert and containment criteria are adapted to your products.

Is prior knowledge needed?

Knowing 5 whys or the Ishikawa diagram helps, but these tools are recalled during the session. Team leaders with no quality training can attend the day.

How does the course use our own defects?

Before the session we ask you for two or three recent defects, with their records and, if possible, parts or samples. They serve as cases for the simulation and the workshop.