

« Development of an auto diagnostic tool based on the French NF X 50-110 standard »

R. CARRILLO

L. DORMARD

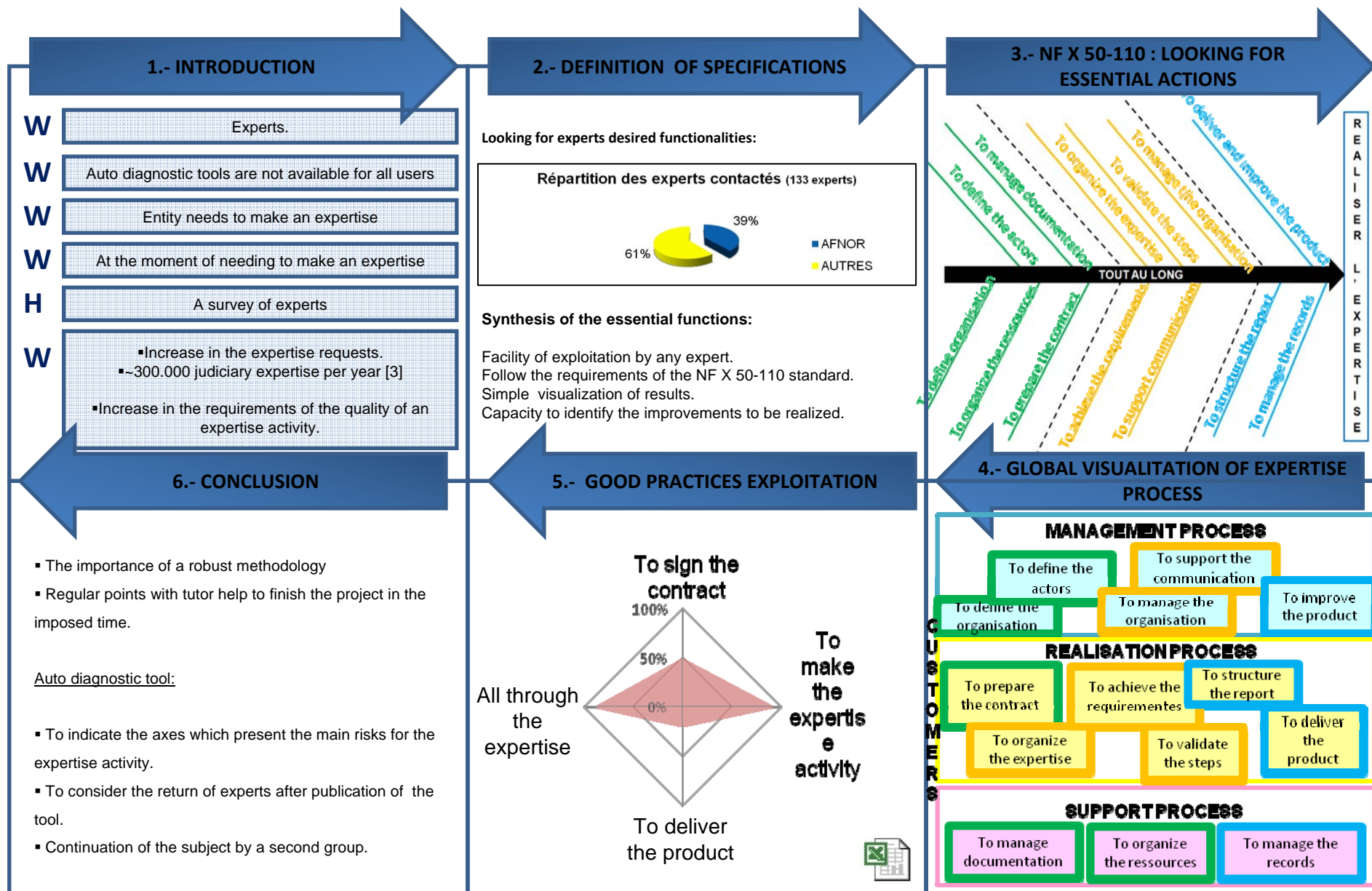
A. GOBIN

K. MONTEIRO.

TUTOR: G. FARGES

MASTER QUALITY MANAGEMENT, UTC, 2008-2009.

QP10





1.- INTRODUCTION

2.- DEFINITION OF SPECIFICATIONS

3.- NF X 50-110 : LOOKING FOR ESSENTIAL ACTIONS

4.- GLOBAL VISUALISATION OF EXPERTISE PROCESS

5.- GOOD PRACTICES EXPLOITATION

6.- CONCLUSION

INTRODUCTION

Source: [8]

How to improve quality of expertise's practices?

WHO ?

Who are the concerned people ?

Experts

WHAT ?

What's the problem ?

Auto diagnostic tools are not available for all users (development and exclusive use of certain entities)

WHERE ?

Where it appears ?

Entity (a person, a company, ...) needs to make an expertise

WHEN ?

When it appears ?

At the moment of needing to make an expertise

HOW ?

How to measure the problem?

A survey of experts

WHY ?

Why we need to solve it ?

Increase in the expertise requests.
Increase in the requirements of the quality of an expertise activity.

Development of an auto diagnostic tool based on the French NF X 50-110 standard



1.- INTRODUCTION

2.- DEFINITION OF SPECIFICATIONS

3.- NF X 50-110 : LOOKING FOR ESSENTIAL ACTIONS

4.- GLOBAL VISUALIZATION OF EXPERTISE PROCESS

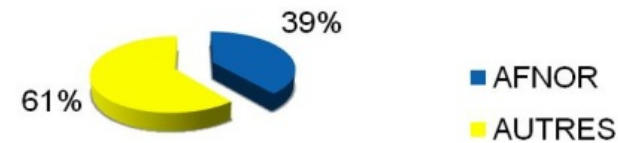
5.- GOOD PRACTICES EXPLOITATION

6.- CONCLUSION

DEFINITION OF SPECIFICATIONS

Looking for experts desired functionalities

Répartition des experts contactés (133 experts)



A survey was realized to a panel of experts from different sectors, with 5 objectives:

- Percentage of experts knowing or applying NF X 50-110 standard.
- Existence or use of other standards in expertise activities. (international standards)
- Good practices suggested to anticipate the customer's complaints.
- Existence or use of a tool to improve the quality of expertise activities.
- Needed functions to an auto diagnostic tool.

Synthesis of the essential functions:

Facility of exploitation by any expert.

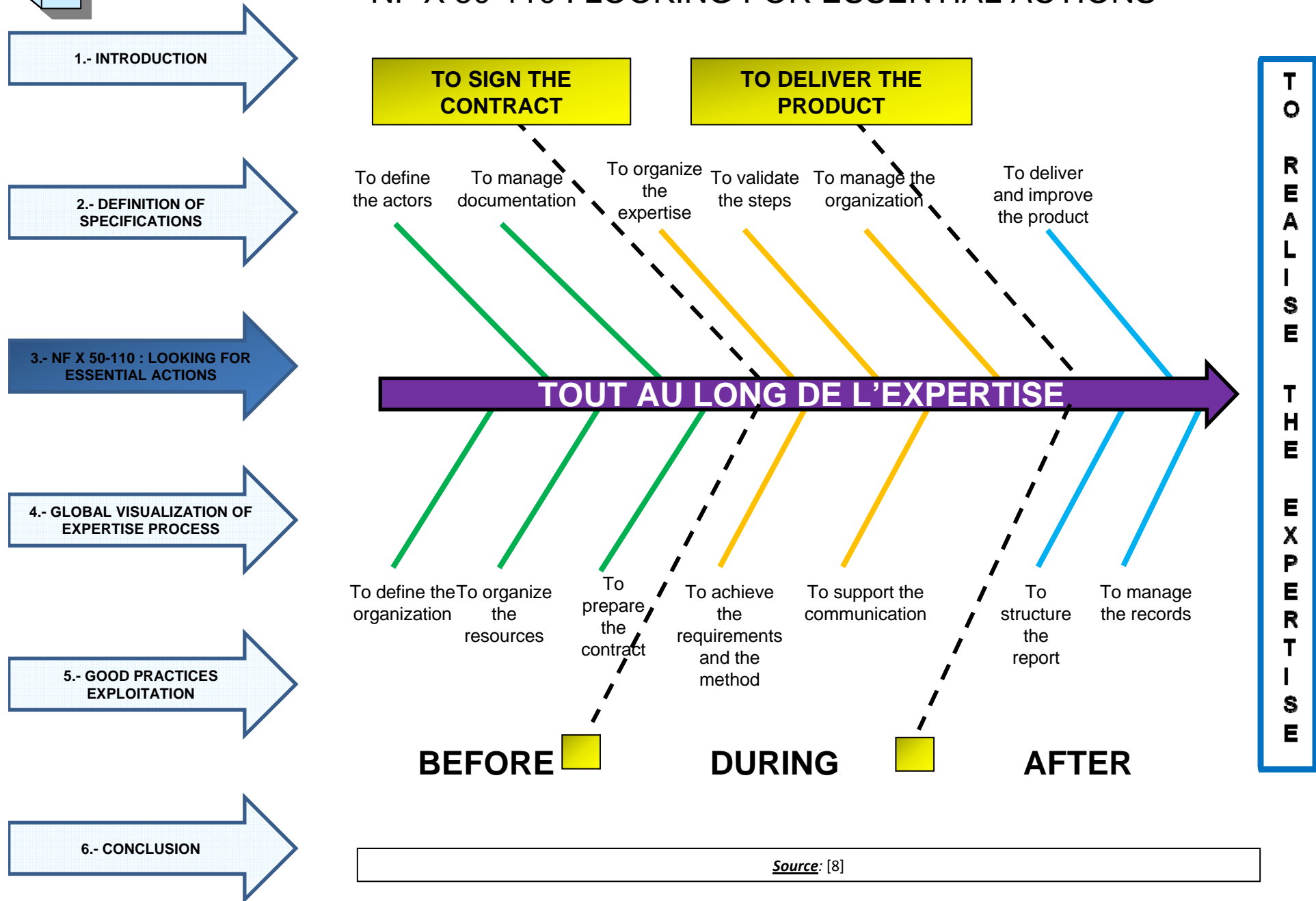
Follow the requirements of the NF X 50-110 standard.

Simple visualization of results.

Capacity to identify the improvements to be realized.



NF X 50-110 : LOOKING FOR ESSENTIAL ACTIONS

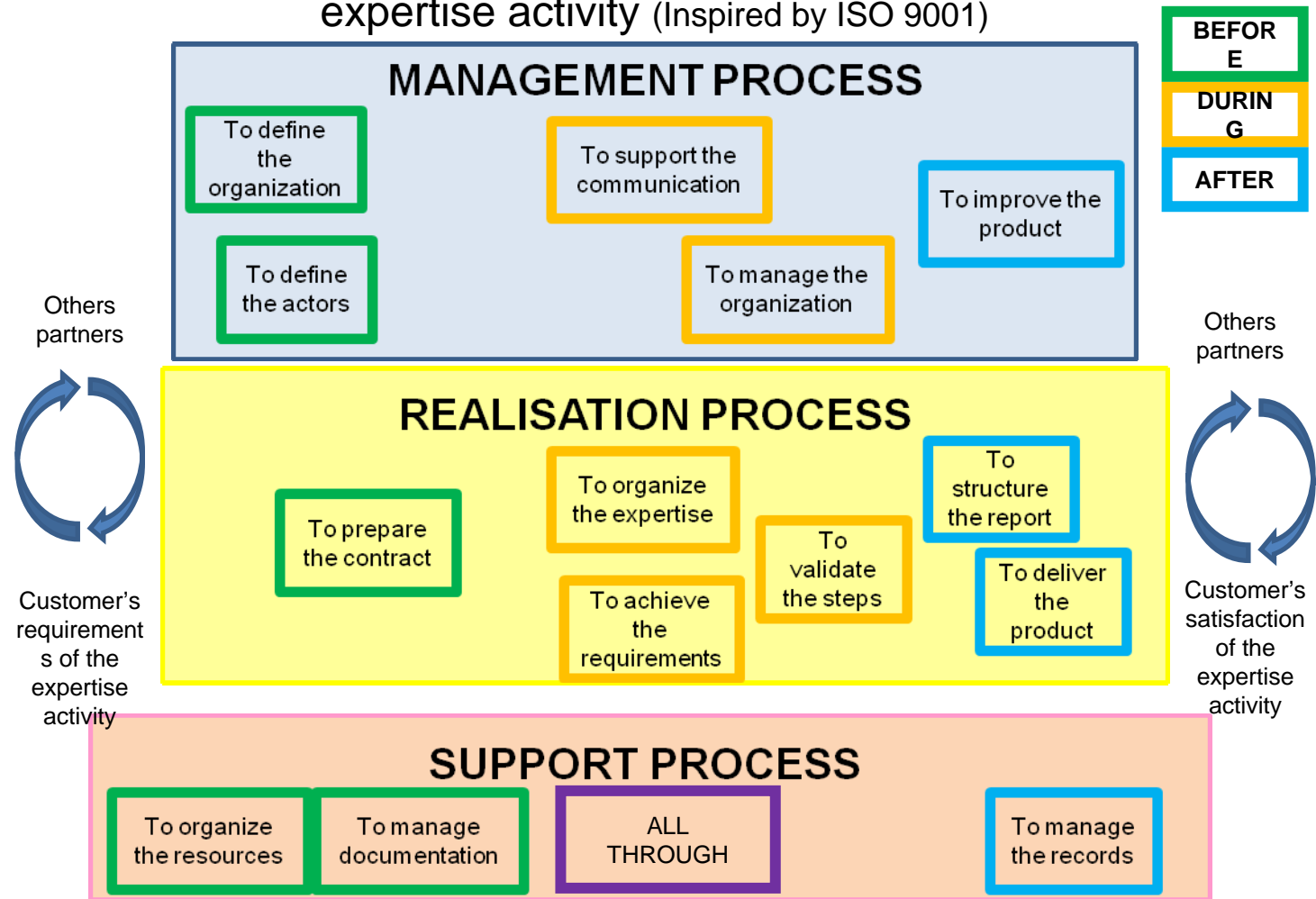




GLOBAL VISUALIZATION OF EXPERTISE PROCESS



Cartography of the Processes: Realization of an expertise activity (Inspired by ISO 9001)



Source: [8]



1.- INTRODUCTION

2.- DEFINITION OF SPECIFICATIONS

3.- NF X 50-110 : LOOKING FOR ESSENTIAL ACTIONS

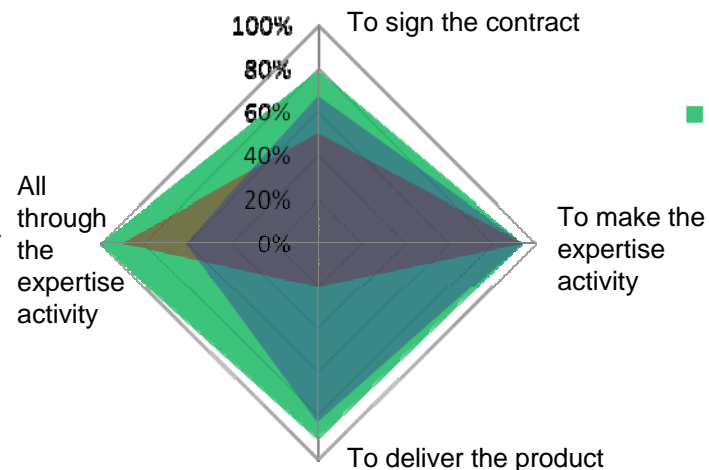
4.- GLOBAL VISUALIZATION OF EXPERTISE PROCESS

5.- GOOD PRACTICES EXPLOITATION

6.- CONCLUSION

GOOD PRACTISES EXPLOITATION

DEFINITION OF SPECIFICATIONS	PROJECT
Facility of exploitation by any expert.	<ul style="list-style-type: none"> ▪ Use of a well known and accessible software : Excel ▪ Incorporation of an information sheet (Excel) ▪ Tool based on a chronological approach
Follow the requirements of the NF X 50-110 standard.	Indication of the chapter (NF X 50-110) for each good practice
Simple visualization of the results.	Use of graphs
Capacity to identify the improvements to be realized.	<ul style="list-style-type: none"> ▪ For each item of good practices (ishikawa). ▪ For each period: before, after, during and all through the expertise activity. ▪ Indication of the average and the standard deviation.



Voir fichier Excel

Time estimated of auto evaluation:
45 min by expert (117 good practices)

→ Possibility of auto evaluation by several experts.

→ Prospects:

Validation by AFNOR
Publication of an article
(www.revue-experts.com)

Source: [8]



1.- INTRODUCTION

2.- DEFINITION OF SPECIFICATIONS

3.- NF X 50-110 : LOOKING FOR ESSENTIAL ACTIONS

4.- GLOBAL VISUALIZATION OF EXPERTISE PROCESS

5.- GOOD PRACTICES EXPLOITATION

6.- CONCLUSION

CONCLUSION

The importance of a robust methodology

Regular points with tutor help to finish the project in the imposed time.

Auto diagnostic tool:

To indicate the axes which present the main risks for the expertise activity.

To consider the return of experts after publication of the tool.

Continuation of the subject by a second group.