

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

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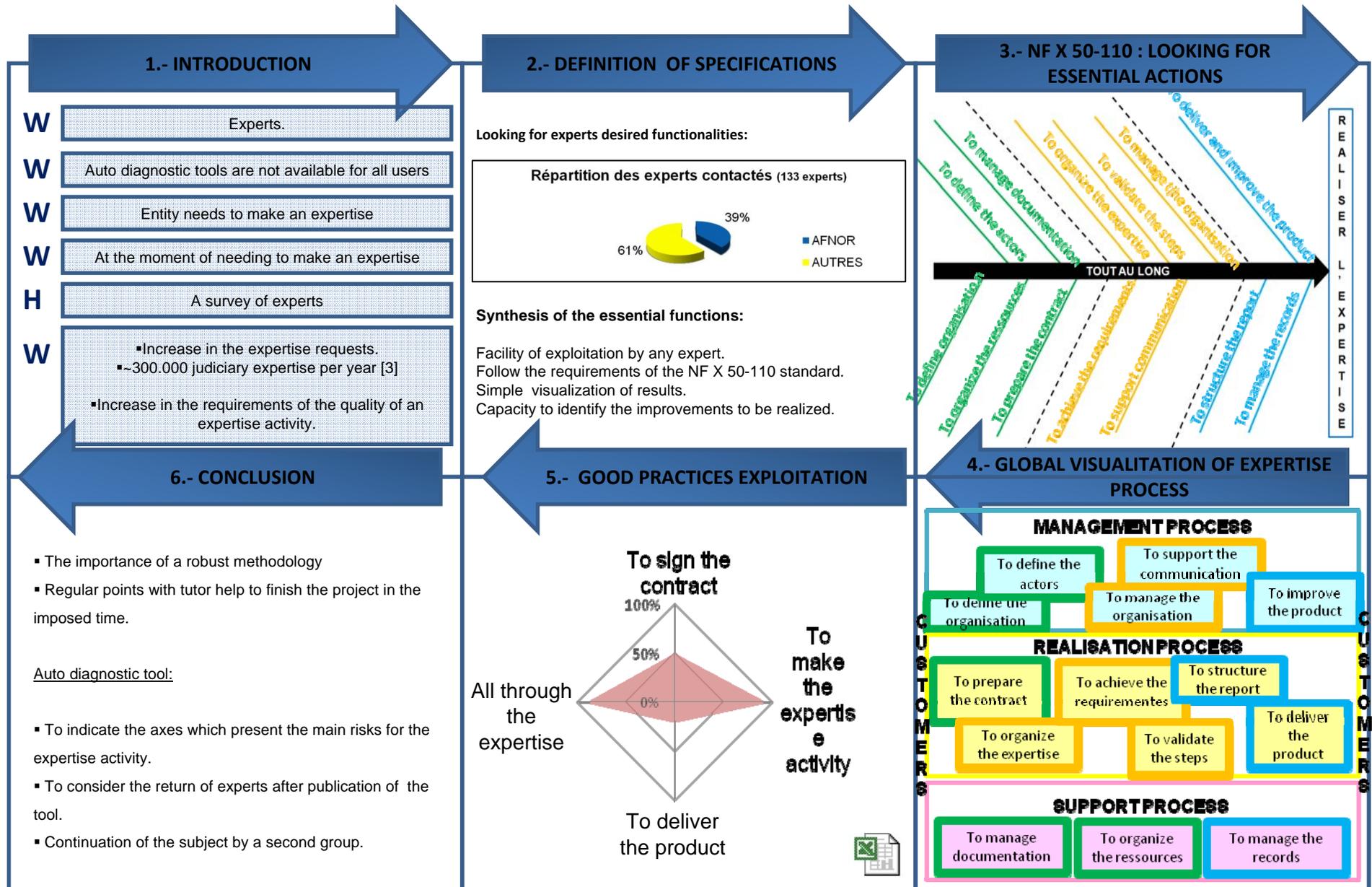
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**MASTER QUALITY MANAGEMENT, UTC, 2008-2009.**

**QP10**





# INTRODUCTION

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

<i>Source:</i> [8]	
How to improve quality of expertise's practices?	
<b>WHO ?</b> Who are the concerned people ?	Experts
<b>WHAT ?</b> What's the problem ?	Auto diagnostic tools are not available for all users (development and exclusive use of certain entities)
<b>WHERE ?</b> Where it appears ?	Entity (a person, a company, ...) needs to make an expertise
<b>WHEN ?</b> When it appears ?	At the moment of needing to make an expertise
<b>HOW ?</b> How to measure the problem?	A survey of experts
<b>WHY ?</b> Why we need to solve it ?	Increase in the expertise requests. Increase in the requirements of the quality of an expertise activity.
<b>Development of an auto diagnostic tool based on the French NF X 50-110 standard</b>	



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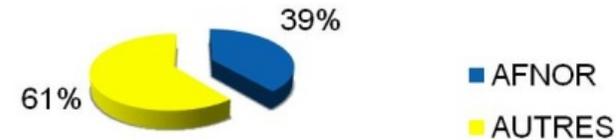
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## DEFINITION OF SPECIFICATIONS

### 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.

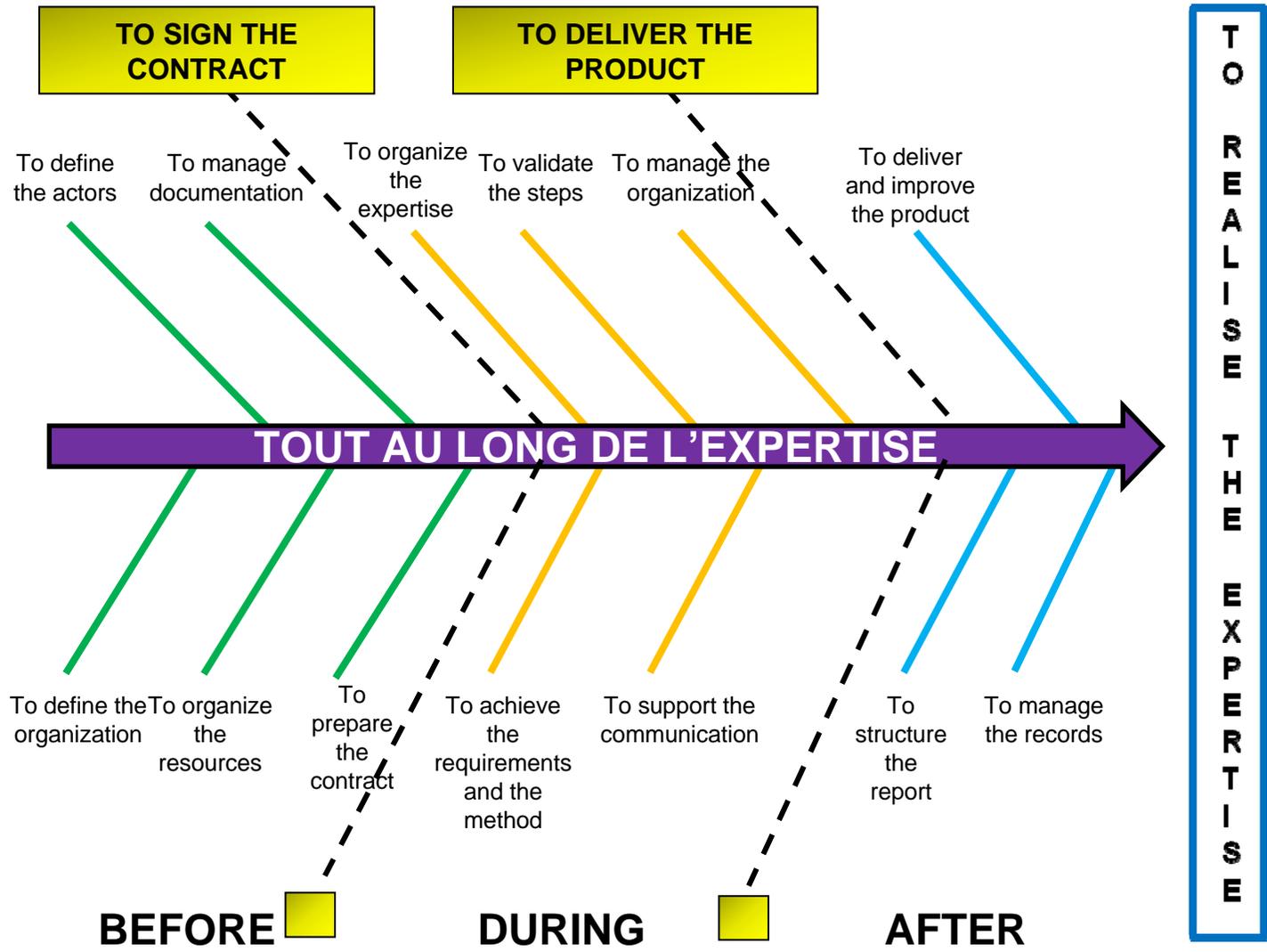
Follow the requirements of the NF X 50-110 standard.

Simple visualization of results.

Capacity to identify the improvements to be realized.



# NF X 50-110 : LOOKING FOR ESSENTIAL ACTIONS



Source: [8]



# GLOBAL VISUALIZATION OF EXPERTISE PROCESS

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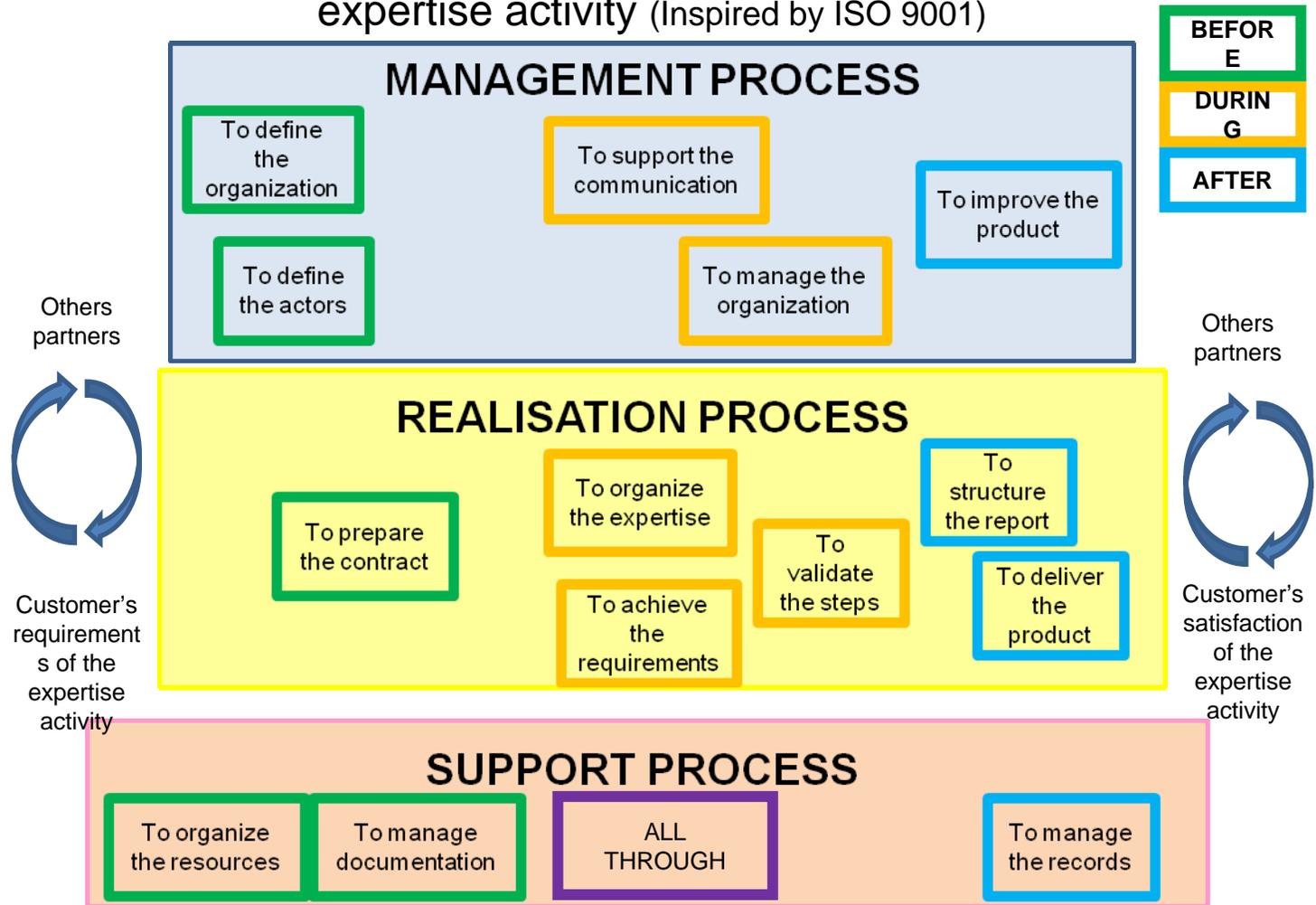
3.- NF X 50-110 : RECHERCHE DES ACTIONS ESSENTIELLES

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



Source: [8]



# GOOD PRACTISES EXPLOITATION

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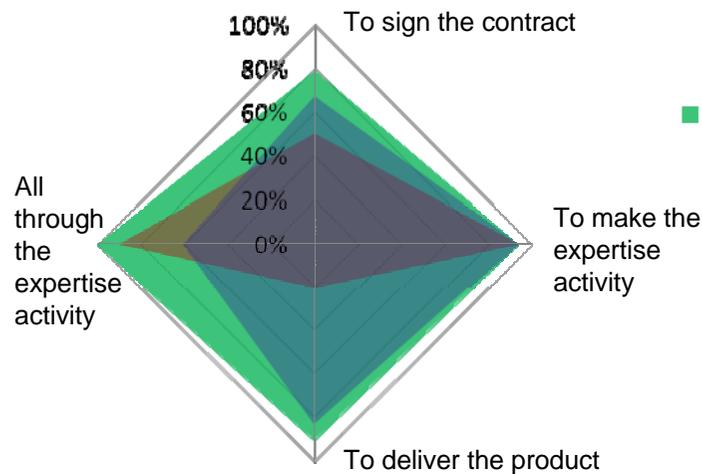
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DEFINITION OF SPECIFICATIONS	PROJECT
Facility of exploitation by any expert.	<ul style="list-style-type: none"> <li>Use of a well known and accessible software : Excel</li> <li>Incorporation of an information sheet (Excel)</li> <li>Tool based on a chronological approach</li> </ul>
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"> <li>For each item of good practices (ishikawa).</li> <li>For each period: before, after, during and all through the expertise activity.</li> <li>Indication of the average and the standard deviation.</li> </ul>



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]



# CONCLUSION

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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.