



TQI™ TQFA SUMMARY

Product Code E-3 Impact Rating 7 Customer I-Factor 56 Self I-Factor 57 Final I-Factor 56

Product Name Potential stockout report

Quality Characteristic	Importance Rating				Performance Rating				I-Factors		
	Customers A B	Customer Median	Self Median	Final Rating	Customers A B	Customer Median	Self Median	Final Rating	Customer	Self	Final
Completeness of part information in files	4 5	4	3	4	5 6	6	4	6	24	12	24
Accuracy of information in files	2 2	2	2	2	4 6	5	8	5	10	16	10
Timeliness of processing stock inventory files	2 1	2	2	2	8 6	7	7	7	14	14	14
Useability of files	2 2	2	3	2	4 4	4	5	4	8	15	8
Customers Code	Importance Comments				Performance Comments	Product I-Factors			56	57	56
Name											

2030346006



TQI™ SELF TQFA

Department Maintenance Services
Function (E) Manage information and provide an interface between departments and systems for
Product (E-3) Potential/stockout report
Impact Rating 7 (Internal)

Customer(s)	Quality Characteristics	Importance Rating	Performance Rating	I-Factor
T. Magda F. Smith	Effectiveness of avoiding stockouts	3	4	12
	Useability of report ¹	2	8	16
	Timeliness ²	2	7	14
	Completeness of information ³	3	5	15
1. Ease of use.		10	—	—
2. When report is printed (including frequency)		Product I-Factor		57
3. Is all information needed for decision making on report.				

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TQI™ CUSTOMER TQFA

Department Maintenance Services

Function (E) Manage information and provide an interface between departments and systems for the maintenance of plant operations.

Product (E-3) Potential/stockout report

Impact Rating 7 (Internal)

Customer(s)	Quality Characteristics	Importance Rating	Performance Rating	I-Factor
Jresa	Effectiveness of avoiding stockouts	4	5	20
	(A) Useability of report ¹	2	4	8
	Timeliness ²	2	8	16
	Completeness of information ³	2	4	8
Customer Comments:	1. Ease of use.	10	—	—
	2. When report is printed (including frequency)	Product I-Factor		52
	3. Is all information needed for decision making on report.			

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(A) On some of the items on potential stockout report, we're dealing w/ long lead times. I'd like to see ~~the~~ items show up as a potential stockout when they reach safety stock as well. This would give analyst time enough to process a mod req. & get goods in (expedited) before a stockout occurs.

(B) The information on the report really doesn't tell you much except about the cost. It gives no data about MTD, last price issue, current 12. The analyst still researches the item in MTD & → find out what leads to the info.



TQI™ CUSTOMER TQFA

Department Maintenance Services
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 Product (E-3) Potential/stockout report
 Impact Rating 7 (Internal)

Customer(s)	Quality Characteristics	Importance Rating	Performance Rating	I-Factor
Frank Smith 2030346009	Effectiveness of avoiding stockouts	5	6	30
	Useability of report ¹	2	6	12
	Timeliness ²	1	6	6
	Completeness of information ³	2	4	8
Customer Comments:		10	—	—
1. Ease of use. 2. When report is printed (including frequency) 3. Is all information needed for decision making on report.		Product I-Factor		56

Effectiveness most important because if not, there's no need for it.

Information not complete because it doesn't give requester's name and other data that analyst needs to effect ordering.