

IMPROVING THE QUALITY CULTURE AT SIEMENS BT. CANADA

Executive Summary

The purpose of this project is to help Siemens Canada Building Technology division to investigate, assess and recommend solutions for their internal quality management system.

The summary of the problem & scope will be divided into project progression of background research, data analysis and recommendations. Primary research included employee interviews while secondary research included governance structure, NPS reports and Clarabridge reports.

The team utilized tools such as root cause analysis, fishbone diagram, pareto analysis and process analysis to dissect the structure of the organization and establish and analyze the root causes of the quality gaps.

The proposed recommendations included generating solutions that satisfied Bain's eight Net Promoter processes. Solution for Siemens BT Canada recommended organizational hierarchy optimization, closure of feedback loop, lessons learned institutionalization and inter-department communication improvement.