

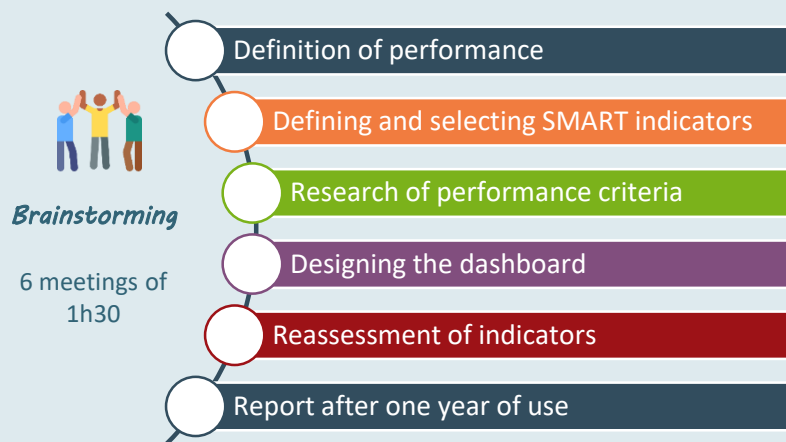
## Objective

Define, as a team, **key performance indicators** adapted to the operational reality in order to supervise the performance of the unit using a **visual management tool**



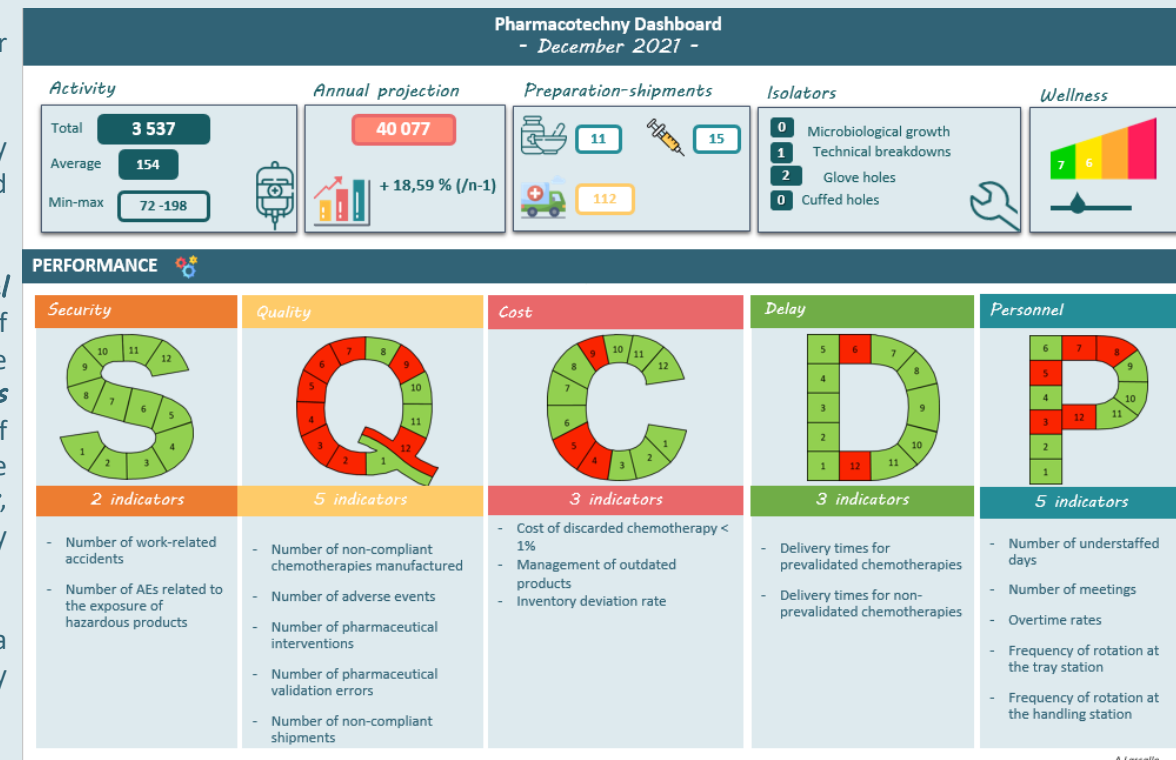
## Method

Use of **Lean management** targeting quality improvement through staff involvement, inspired by techniques used in the automotive and aeronautical industries.



## Results

- Highlighted **5 categories** for performance monitoring
- 2 to 5 indicators** per category were selected and weighted according to the severity criteria
- Creation of an automated **Excel tool** for the collection of indicators: each letter of the SQCDP is divided into **12 boxes** corresponding to the months of the year. Depending on the **achievement of the objectives**, the boxes are automatically colored in red or green
- Integration of the **SQCDP** into a **monthly dashboard** of activity and wellness data for the unit



After one year of use, the indicators have been re-evaluated by the working group, particularly in the categories of **quality and personnel**, for example, the **turnover rate of preparers** at the handling station. The **"Purchasing"** and **"Infrastructure Control"** processes are now integrated into the performance monitoring by monitoring equipment (technical interventions, microbiological growth, etc...)

## Discussion/Conclusion

The SQCDP allows regular monitoring of indicators with **early warning in case of drift**. This participative performance management tool also **motivates** the teams in the progress dynamic. It was highlighted as a strong point during the **ISO9001 certification** audit and led to an institutional reflection to transpose it as a **performance management tool** for the establishment's divisions.