

## 64. „Zero tolerance!“

(The failure prevention in the production also requires the identification of alarming contaminations in time.)

The pollution of New York in former times must have been breath taking. Flying news papers and wrappings in the public transport, especially in subways. At the same time, these have been spots of high crime. Here a connection seemed to exist. Pleas and measures against especial outgrowths of the rampant waste disposal remained ineffective. A mayor announced a battle against this unworthy condition. His concept was „zero tolerance“. He had learned from the experience of life: Where there is one cigarette stub soon other contaminations will gather. Seemingly, an external dilapidation also migrates to the inner of the human being. Obviously, already first contaminations signal the potential sinner, that here the cleanliness is not so important. With this his feeling for wrong doing will drop. Rather this serves as a invitation to dispose his waste. Therefore the police had been instructed, to punish even slight violations of the ban to litter waste, with all hardship. Already the discarding of a cigarette stub had extremely nasty consequences. This seemed to got spoken around. Against all prophecies of doom, this approach was successful. The town, before seen as a hopeless case, became a model of cleanliness. City fathers from throughout the world came to peer personally this „wonder“. Here they had an example to resolve their similar problems.

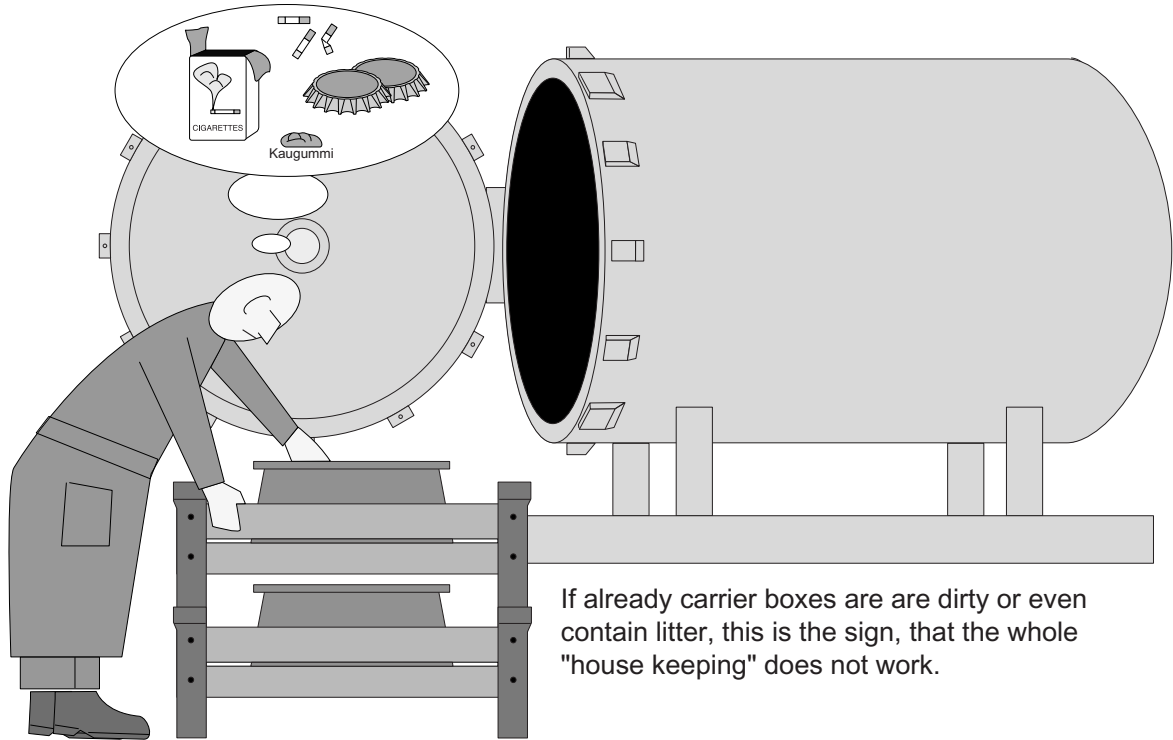
### **Things to remember:**

Contaminations can dangerously deteriorate working pieces in the production (see chapter 18). Because of this, **cleanliness** is a duty. Already at the first glance during a walk through the production line, the expert sees how seriously this demand is taken. Thereby not even a contamination of the work pieces must be concerned. Seemingly harmless **litter**, laying about like crown caps, cigarette packets and cigarette stubs are sufficient. They show, that here obviously cleanliness is bend. At once it will be concluded from this at the whole engagement for quality. So in a moment, hard acquired credit is gamed away. For example this can lead to tightened and/or frequent audits by authorities or customers. For this a reason must not be mentioned explicit. Even if no deficits are proved at the work pieces, this approach can be very unpleasant and costly. So also in the production „**zero tolerance**“ has approved for contaminations. This then influences the engagement for cleanliness and so the requirement for convinced and sustainable acting.

### **Things to remember:**

- „Zero tolerance“ also for seemingly little violation of the cleanliness. That applies not only for the work pieces itself, but for the whole production area.
- Periodic trainings and understandable explanations for the demanding cleanliness standard.
- Pay attention at typical indications and the appearance of contaminations at work pieces

An essential step for the remedy against surface contaminations is, to identify those.



If already carrier boxes are dirty or even contain litter, this is the sign, that the whole "house keeping" does not work.

Some typical features of contaminations at parts.

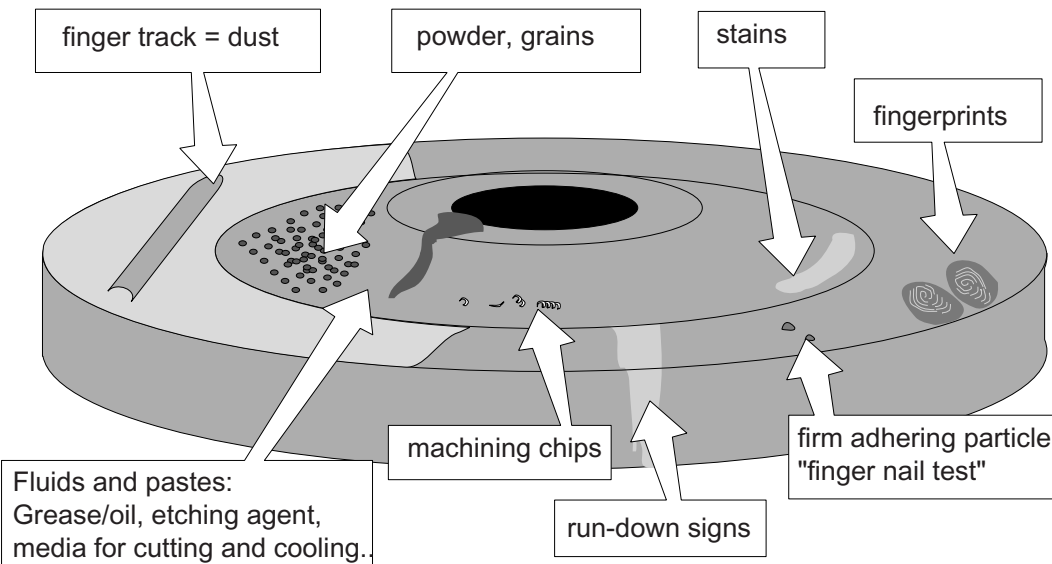


Fig. 64

*Already first signs of neglected cleanliness allow to be in doubt with the whole quality system.*