



Dedicated QSM

We appreciate how difficult it can be to manage a large and diverse workforce over multiple locations and shifts. Even with top-notch tools like Walsh's Quality Management Platform, it requires your time and attention to really understand the data you are collecting, and to turn those insights into improvements and management decisions. That's why we offer a dedicated **Quality Service Manager**.

Your QSM is a qualified Walsh specialist who understands the intricacies of the Walsh platform and how the data should be used to inform management decisions. Typically, your QSM will attend management meetings each month, with the responsibility of gathering and presenting your results.

During these monthly sessions, our team of experts will thoroughly analyze the data collected and provide you with in-depth interpretations. We will help you make sense of the numbers, uncover trends, and identify key patterns that are crucial to your success. By explaining the data in a clear and concise manner, we ensure that you and your team have a solid understanding of what the numbers represent and their implications for your business. This presentation leads to open and energetic discussions about where problems lie and what can be done.

As a specialist, your QSM won't be pulled off task by disruptions or emergencies. Over time, we develop an understanding of the dynamics of your team and can offer guidance about who is meeting their objectives and who is not.

Your QSM works for you, setting objectives, communicating results, and helping to optimize your investment in quality. Your first two QSM sessions are included in your rollout package, allowing us to get you going in the right direction.

Furthermore, we understand that your business evolves over time, and new requirements may arise as you grow. Whether you need some new checklist to target a specific area of interest, require customized reports to address unique challenges, or seek ongoing support to keep up with changing demands, we have you covered.

Our goal is to be a trusted partner in your journey towards continuous improvement, adapting our services to meet your evolving needs.

Please contact us for more information

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