

## Improving Performance

**Stunell Technology** is an independent company that enables clients to achieve sustainable improvements in business performance, by understanding their strategic goals and resolving the problems that cause poor performance.

Our services include:-

- Mentoring of senior executives to understand their problems and evaluate alternative solutions.
- Independent reviews of major projects, or business activities to identify and manage business risks through a process of continuous improvement.
- Training and support of engineering and management staff, in support of business improvement initiatives.
- Special assignments to manage and implement 'change' and deliver projects on time and within budget, including knowledge transfer to permanent employees when required.

We are committed to 'building lean organisations', and understand the challenge of achieving this in the real world. So, we work with our clients to develop a culture that allows lean initiatives to succeed – building effective teams and bridging the gaps between functional groups.

In the words of one client –

*"They were successful through sound analysis of the requirements and a methodical and innovative approach to meeting them"*

## Training and Support

Stunell Technology provides training and support so that people, from directors to process operators, can understand and apply 'best practice' and improve company performance. This has led to the development of training courses – often run as 'in-house events' enabling clients to establish a 'shared understanding' of important issues.

Courses available in 2007 include -

## Product Liability

Designed for engineers and engineering managers with no legal training, this course introduces and explains how the law works, showing how it protects the public by imposing legal obligations on suppliers.

Understanding the principles of contract law, negligence and strict liability under EU Directives, allows clients take a proactive approach that meets their legal and moral obligations for product safety.

As these obligations can be met by an effective Quality Management System, the course demonstrates how the various 'quality tools' are used to eliminate the

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risk of injury, and provide the evidence required to defeat spurious claims.

Although one client said –*“I have been waiting for this course for months or years”* you can arrange your course by contacting [Phil Stunell](#) now.

## Quality Tools and Techniques

The ISO 9000 and TS16949 quality management systems provide a framework for managing and improving business performance, using a variety of different tools and techniques, sometimes referred to as the ‘core tools’.

Stunell Technology helps clients identify and apply these ‘tools’, including:-

### APQP & PPAP

Advanced Product Quality Planning (APQP) is a structured approach to product development that ensures all the customer requirements have been captured, considered and understood, and will be met by the product design and manufacturing process.

The Production Part Approval Process (PPAP) supports APQP providing the client organisation, often a vehicle manufacturer, with the evidence that their requirements have been understood

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[Phil Stunell, MD of Stunell Technology](#) is an engineering and business manager with cross functional experience gained in the automotive and engineering services sector – and a passion for business and process improvement. A student of Lean Thinking, he recognises the need for a management culture that unlocks the potential of all employees and values their contribution to the business.

and that the production process will consistently produce ‘conforming product’

Stunell Technology provides training for responsible staff, enabling them to understand and meet their contractual obligations – and improve the development process.

## FMEA

Failure Modes Effects Analysis (FMEA) is used to assess the severity of potential failures, identify possible causes, and develop effective control plans, so that failures are avoided.

Stunell Technology helps client adopt the FMEA process by providing training and facilitating teams – capturing the experience of team members to build the client’s ‘knowledge base’ and corporate wisdom.

## And more...

We are continuing to develop new training courses in response to [client feedback](#) and through our links with the [Excel Partnership](#) offer a range of complimentary courses.

