Johnson & Johnson Vision Care, Inc. is a company committed to transforming the world’s vision, bringing healthy vision to everyone, everywhere, every day, (JNJVC 2015). The company website states that their first responsibility is to meet the needs of their clients and everything they do must be of high quality. JJVC Website Specifically, that customer’s orders must be serviced promptly and accurately. Johnson & Johnson Vision Care, Inc. has been in business since 1959, and is committed to quality and customer service. Through their processes, they have noticed that shipments of products are leaving the warehouse with defects. Quality Control Inspectors are missing these defects during routine product inspections. Action must be taken to research why the inspectors are missing finding these defects.

Research Stages

Exploratory:

Recording of which warehouses are shipping out defective product.

Recording what products are affected.

Descriptive:

Recording of where inspections are performed.

Record which inspectors are missing identifying defects.

Casual:

Explain why the inspectors are missing the defects.

Dummy Tables for Data Collection

|  |  |  |
| --- | --- | --- |
| WAREHOUSE  LOCATION | PRODUCT  SHIPPED | DEFECTS  DISCOVERED |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| INSPECTION  SITE | FREQUENCY OF  INSPECTION | # OF INSPECTORS |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Question:

you will collect exploratory research data for this using **at least** one of the following tools: focus group, in-depth interview, and laddering. You will submit a 2–4–page paper describing your data collection approach, the data you collected, and your findings from the data. Include raw data.

This is not a paper! But part of a project

I need it as an attachment