

**Effective Team Working and Communication
(BMSW4009_SWAN)**

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The following is a reflective report on my experience working as a quality controller at Rossignol within a team.

Introduction

It is vital for workers to work together throughout the manufacturing process in order to increase the likelihood that the process will be successful. Particularly in a manufacturing environment that ensures the production of high-quality items, such as Rossignol, which is well-known for the ski boots that it creates, which is particularly outstanding. (Rossignol Group)

One of the responsibilities that I had to handle as part of my work as a Quality Controller on the team that manufactured ski boots was the final inspection of the products. When it came to this, I was in charge throughout the whole procedure. It was for the goal of ensuring that things were up to the high standards that Rossignol had set that this action was carried out. The report that I have written is a reflection on my experiences, which includes an analysis of the things that went well, the problems that I experienced, and the lessons that I learnt from my job. I have come to this conclusion after writing the report.

Description

I worked as a member of a team responsible for the manufacture of Rossignol ski boots and the quality control of those boots. The major task that I was responsible for was to examine finished boots to ensure that they met the design, durability, and performance standards that were set out by the company. To do this, close coordination was required with supervisors, assembly technicians, and operators of manufacturing lines.

Assembly technicians oversaw construction, and I was responsible for ensuring that the finished product met quality standards via both visual and functional inspections. Tasks were allocated according to our respective areas of competence. One of the most significant difficulties that happened was when a batch of boots had irregularities in stitching. To resolve this issue, it was necessary to pause the production line, determine the underlying reasons, and work together with the team to implement corrective measures.

Findings

I would say that I learnt a lot about cooperation, leadership, and quality standards in production as a Rossignol Quality Controller:

1. Clear Communication Matters

Team communication is essential to make sure that the project objectives and expectations are met. Regular check-ins and early reporting might have prevented stitching discrepancies from being delayed due to communication issues. Clearer communication and careful talks are needed to identify and resolve difficulties quickly. (Ishikawa, K., 1986)

2. Positive feedback boosts teamwork

Feedback that promotes cooperation rather than defensiveness is essential. According to Belbin's (2010) team role theory, collaborating, rephrasing critique as recommendations, and emphasizing shared objectives enhanced receptiveness and morale.

3. Quality and Efficiency Need Strategic Planning

Meeting production timelines while maintaining quality may be stressful. Addressing the stitching problem slowed production, demonstrating the necessity to prioritize inspection activities. (Deming's, 1986) continuous improvement approach may assist balance quality assurance and efficiency.

4. Teamwork Improves Problem-Solving

The event showed how collaboration can solve tough problems. With the help of assembly technicians and material experts, we found and fixed the fault. (Hackman, 2002) emphasizes collaborative constructive collaboration in high-performing teams.

5. Leadership requires adaptability

Quality Controllers must adjust their leadership styles to the circumstances. I started with technical solutions for the stitching problem but eventually moved to interpersonal issues by building trust and discussion. Adaptability kept the crew busy and focused on the objective. (Northouse, P.G., 2019)

6. Continuous Learning Advances Personal and Professional Growth

It taught me how to manage team dynamics, provide feedback, and link quality control with production objectives. (Kolb, 1984) suggests reflective practice to improve these abilities and team project performance.

Conclusion

During my time at Rossignol, I had the job of Quality Controller, which provided me with the chance to come to have valuable experience about the significance of quality control and collaboration within the framework of this industrial environment. Furthermore, despite

the fact that the experience was good, it also brought to my attention areas in which I have space for development. The enhancement of my communication abilities, the improvement of the cohesiveness of the team, and the provision of improved inspection methods are among these. (Herzberg, F.,1968)

Strategies and plans of action

I will do the following in order to better my performance in future roles that are the same or comparable:

It is recommended that you schedule brief meetings with the production team that are focused on quality in order to build proactive communication strategies. During these sessions, you should go over issues that keep coming up and possible solutions to those difficulties. (Serrat, O.,2017)

In order to increase the delivery of feedback, it is recommended that suggestions be presented in a constructive way, and that more of a focus be placed on partnership rather than criticism. (Maslow, A.H.,1943)

You may be able to optimize your time management and make certain that efficiency is maintained without sacrificing quality if you give inspections of high-risk components a higher priority. (ISO, International Organization for Standardization)

Through the expansion of my technical knowledge and the possession of a more in-depth understanding of the processes that are involved in the assembly of ski boots, I will be able to quickly identify any potential defects that may occur throughout the production process.

I hope that by putting these techniques into effect, I will be able to make a more important contribution to Rossignol's drive to quality and ensure that the firm will develop ski boots that go above and beyond what the consumers expect.

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