

# Beth's Best Apple Pie

1.	Objectives & Measurements	<p><b>Program Objective</b></p> <table border="1"> <tr> <td data-bbox="557 422 613 457">1</td> <td data-bbox="613 422 1468 457"><b>Quality Objective: Make the best apple pie Oregon</b></td> </tr> <tr> <td data-bbox="557 457 613 531"></td> <td data-bbox="613 457 1468 531">Measurement: Obtain first place, blue ribbon for apple pie at the Oregon State Fair</td> </tr> </table> <p><b>Operations Objectives</b></p> <table border="1"> <tr> <td data-bbox="557 611 613 646">1</td> <td data-bbox="613 611 1468 716"><b>Quality Objective: Be successful in learning the requirements to enter an apple pie in the Oregon State Fair</b></td> </tr> <tr> <td data-bbox="557 716 613 789"></td> <td data-bbox="613 716 1468 789">Measurement: Gain entry for an apple pie in the Oregon State Fair</td> </tr> </table> <table border="1"> <tr> <td data-bbox="557 835 613 871">2</td> <td data-bbox="613 835 1468 905"><b>Quality Objective: Create an apple pie that excels in the areas it will be judged (e.g. taste and appearance)</b></td> </tr> <tr> <td data-bbox="557 905 613 1010"></td> <td data-bbox="613 905 1468 1010">Measurement: Earn the best comments possible in the areas of taste and appearance from an identified group of qualified "tasters"</td> </tr> </table> <table border="1"> <tr> <td data-bbox="557 1056 613 1092">3</td> <td data-bbox="613 1056 1468 1125"><b>Quality Objective: Keep ingredient costs within budget</b></td> </tr> <tr> <td data-bbox="557 1125 613 1199"></td> <td data-bbox="613 1125 1468 1199">Measurement: Spend no more than \$15 for the ingredients of each pie</td> </tr> </table>	1	<b>Quality Objective: Make the best apple pie Oregon</b>		Measurement: Obtain first place, blue ribbon for apple pie at the Oregon State Fair	1	<b>Quality Objective: Be successful in learning the requirements to enter an apple pie in the Oregon State Fair</b>		Measurement: Gain entry for an apple pie in the Oregon State Fair	2	<b>Quality Objective: Create an apple pie that excels in the areas it will be judged (e.g. taste and appearance)</b>		Measurement: Earn the best comments possible in the areas of taste and appearance from an identified group of qualified "tasters"	3	<b>Quality Objective: Keep ingredient costs within budget</b>		Measurement: Spend no more than \$15 for the ingredients of each pie
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2.	Define Scope	Make the best apple pie in the State of Oregon [no other type of pie, no other state].																

3.	<b>Identify Quality Documents</b>	<table border="1"> <thead> <tr> <th data-bbox="558 243 821 279">Document</th> <th data-bbox="821 243 980 279">Date</th> <th data-bbox="980 243 1232 279">Owner(s)</th> <th data-bbox="1232 243 1456 279">Revised</th> </tr> </thead> <tbody> <tr> <td data-bbox="558 279 821 428">Oregon State Fair Entry Guidelines</td> <td data-bbox="821 279 980 428">2009</td> <td data-bbox="980 279 1232 428">Oregon State Fair</td> <td data-bbox="1232 279 1456 428">Annually</td> </tr> <tr> <td data-bbox="558 428 821 577">Beth's secret "cheater's" apple pie recipe</td> <td data-bbox="821 428 980 577">2001</td> <td data-bbox="980 428 1232 577">Beth Vargas Duncan</td> <td data-bbox="1232 428 1456 577">Annually</td> </tr> <tr> <td data-bbox="558 577 821 688">Great Grandma Gladys's apple pie recipe</td> <td data-bbox="821 577 980 688">1930</td> <td data-bbox="980 577 1232 688">Great Grandma Gladys</td> <td data-bbox="1232 577 1456 688">Never!</td> </tr> <tr> <td data-bbox="558 688 821 800">Local League's Cookbook - apple pie recipe</td> <td data-bbox="821 688 980 800">2008</td> <td data-bbox="980 688 1232 800">Local League</td> <td data-bbox="1232 688 1456 800">At each annual fundraiser</td> </tr> <tr> <td data-bbox="558 800 821 982">Great Grandma Eileen's pie crust recipe (with Beth's edits)</td> <td data-bbox="821 800 980 982">1924</td> <td data-bbox="980 800 1232 982">Great Grandma Eileen (&amp; Beth)</td> <td data-bbox="1232 800 1456 982">Seldom</td> </tr> <tr> <td data-bbox="558 982 821 1058">Comment cards for "tasters"</td> <td data-bbox="821 982 980 1058">July 2009</td> <td data-bbox="980 982 1232 1058">Beth Vargas Duncan</td> <td data-bbox="1232 982 1456 1058">Annually</td> </tr> <tr> <td data-bbox="558 1058 821 1167">Ingredient list with related cost estimates</td> <td data-bbox="821 1058 980 1167">August 2009</td> <td data-bbox="980 1058 1232 1167">Beth Vargas Duncan</td> <td data-bbox="1232 1058 1456 1167">Weekly</td> </tr> </tbody> </table>	Document	Date	Owner(s)	Revised	Oregon State Fair Entry Guidelines	2009	Oregon State Fair	Annually	Beth's secret "cheater's" apple pie recipe	2001	Beth Vargas Duncan	Annually	Great Grandma Gladys's apple pie recipe	1930	Great Grandma Gladys	Never!	Local League's Cookbook - apple pie recipe	2008	Local League	At each annual fundraiser	Great Grandma Eileen's pie crust recipe (with Beth's edits)	1924	Great Grandma Eileen (& Beth)	Seldom	Comment cards for "tasters"	July 2009	Beth Vargas Duncan	Annually	Ingredient list with related cost estimates	August 2009	Beth Vargas Duncan	Weekly
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4.	<b>Quality Document Controls</b>	<p>Beth will obtain current entry guidelines from the Oregon State Fair and track any possible changes in requirements via the web and email as needed.</p> <p>Beth is also responsible for maintaining, filing, and accessing the source recipes and ingredient list that includes cost estimates.</p> <p>Beth will be the only one allowed to make edits to her secret recipe. Beth's secret recipe will be encrypted and filed with a password on her computer. Back-up copies will be emailed weekly to an undisclosed out-of-state relative.</p> <p>Finally, Beth will also develop comment cards for the tasters and make changes in accord with the comments as appropriate, to her secret recipe.</p>																																

<p><b>5. Customer Service</b></p>	<p>Beth will serve as the contact person to handle complaints from all customers.</p> <p>Provides regular information to the following customers (suppliers):</p> <table border="1" data-bbox="557 388 1458 688"> <thead> <tr> <th colspan="2">TO</th> <th rowspan="2">INFO &amp; MODE</th> <th rowspan="2">WHEN</th> <th rowspan="2">FROM</th> </tr> <tr> <th>ENTITY</th> <th>CONTACT</th> </tr> </thead> <tbody> <tr> <td>Apples R Us</td> <td>Fred Worm, CEO</td> <td>Email &amp; meetings</td> <td>As needed</td> <td>Beth</td> </tr> <tr> <td>Green Grocers</td> <td>Mr. Green Jeans, Store Manager</td> <td>Onsite</td> <td>As needed</td> <td>Beth</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Receives information or feedback (as a customer) from:</p> <table border="1" data-bbox="557 800 1458 1136"> <thead> <tr> <th colspan="2">FROM</th> <th rowspan="2">INFO &amp; MODE</th> <th rowspan="2">WHEN</th> <th rowspan="2">TO</th> </tr> <tr> <th>ENTITY</th> <th>CONTACT</th> </tr> </thead> <tbody> <tr> <td>Oregon State Fair</td> <td>Domestics Manager</td> <td>Pie entry website &amp; email</td> <td>July &amp; August</td> <td>Beth</td> </tr> <tr> <td>Tasters at work</td> <td>Boss &amp; co-workers</td> <td>Verbal &amp; comment cards</td> <td>Weekly thru July &amp; August</td> <td>Beth</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	TO		INFO & MODE	WHEN	FROM	ENTITY	CONTACT	Apples R Us	Fred Worm, CEO	Email & meetings	As needed	Beth	Green Grocers	Mr. Green Jeans, Store Manager	Onsite	As needed	Beth						FROM		INFO & MODE	WHEN	TO	ENTITY	CONTACT	Oregon State Fair	Domestics Manager	Pie entry website & email	July & August	Beth	Tasters at work	Boss & co-workers	Verbal & comment cards	Weekly thru July & August	Beth					
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<p><b>6. Risk Management</b></p>	<p>High risk components include loss of critical resources just prior to the state fair</p> <ul style="list-style-type: none"> <li>○ Misplacement of the secret recipe</li> <li>○ Oven failure</li> <li>○ Bad apples</li> </ul> <p>Beth will manage identified risks by</p> <ul style="list-style-type: none"> <li>○ Document (recipe) controls with redundancies</li> <li>○ Careful oven maintenance and identified alternative oven</li> <li>○ Pre-testing apples</li> </ul>																																												
<p><b>7. Roles &amp; Responsibilities</b></p>	<p>The tasters' job is to sample the test apple pies and provide feedback, they are not to enter their own apple pie in the State Fair.</p> <p>The suppliers will continue to make available the apples and other ingredients at competitive prices.</p>																																												

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9.	Resources	<p>Beth must ascertain that there is a reliable system in place to maintain quality documents (recipes) and related updates. She must also keep in communication with her suppliers to ensure that the apples and other ingredients she has selected for her apple pie will be available at similar prices during the critical pie making season of July and August.</p> <p>Beth will also gain commitment from her co-workers to serve as tasters and provide alternates if the need arises.</p>																			
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		Make test pies – improving in taste and appearance	Beth’s secret recipe & tasters comment cards	Tasters	Operations Objective #2
		Identify ingredients and related costs	Budget	Apple supplier and grocer	Operations Objective #3
		Beth ensures that her purchased products conform to her required standards by routine inspection prior to purchase.			
11.	<b>Process Assessments</b>	<p><b>PERIODIC ASSESSMENT PROCESS</b>  During July and August, Beth will bring a “test” apple pie for her co-workers to taste during the noon hour each Friday. She will provide comment cards for her co-workers to offer feedback regarding her apple pie. She will also note verbal comments as well.</p> <p><b>CONFORMANCE</b>  The periodic assessment process will provide information to Beth as to how the product (the apple pie), performs and whether Beth’s the process conforms to necessary standards.</p> <p><b>CONTROL OF NON-CONFORMING PRODUCTS</b>  If the apple pie does not conform to necessary standards and receive mouth watering feedback, then corrective actions will be identified.</p> <p><b>REPORTING PROCESS</b>  Each Friday after her co-workers’ tasting, Beth will collect comment cards and make written notes of all verbal comments and take them home for integration into her processes as appropriate.</p>			
12.	<b>Implementing Improvements</b>	<p>Causes of non-conformities are identified and addressed by repeating the apple pie making process in Beth’s test kitchen.</p> <p>Process changes and corrective actions are implemented by Beth’s analysis of the comments collected and integrating identified changes to Beth’s secret recipe.</p> <p>The effectiveness of corrective actions are noted by Beth’s implementation process, and repeated weekly tastings of improved test pies on each Friday.</p>			