

Quality management

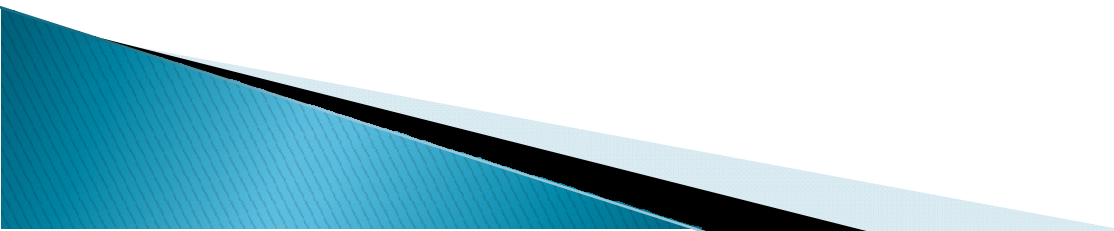
A.B.M. Mainul Bari
Assistant Professor
Dept. of IPE, BUET

Reference : 'Quality Control & Management'
By Ahsan Akhtar Hasin

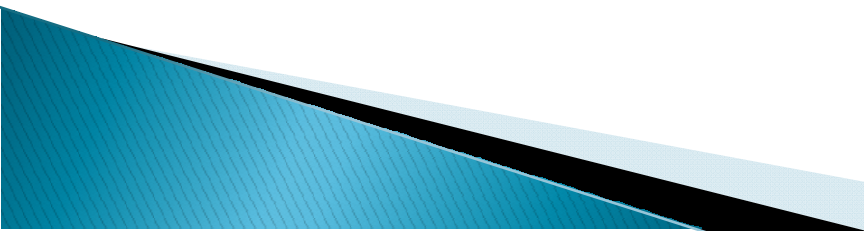
Chapter 1

What is Quality?

- ▶ Quality refers to the characteristics of a product or service that defines its ability to consistently meet or exceed customers expectation



Different aspects of Quality

- ▶ Performance
 - ▶ Conformance
 - ▶ Reliability
 - ▶ Durability
 - ▶ Innovative Features
 - ▶ Service after sales
 - ▶ Maintainability
 - ▶ Ease of use
 - ▶ Aesthetics
 - ▶ Others (Environment Safety and health issues)
- 

Quality Control

- ▶ Steps of Quality Control

 - Setting benchmark

 - Apprising performance

 - Acting when necessary

 - Planning for improvement

- ▶ PDCA cycle

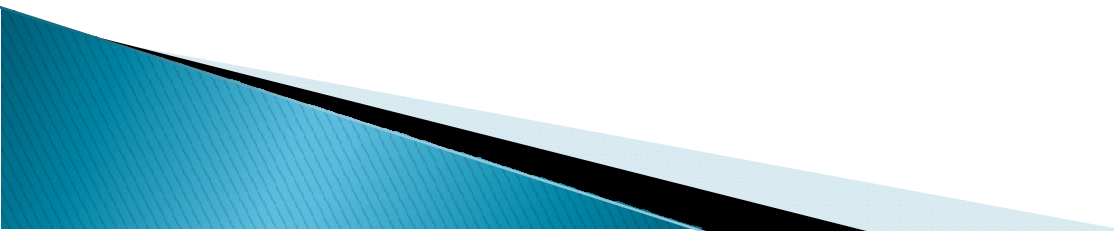
 - Plan

 - Do

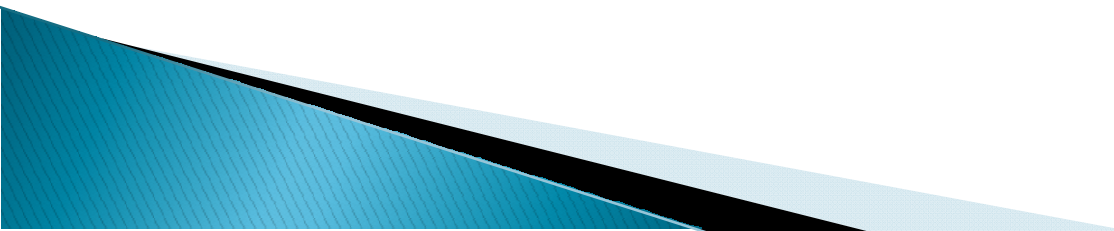
 - Check

 - Act

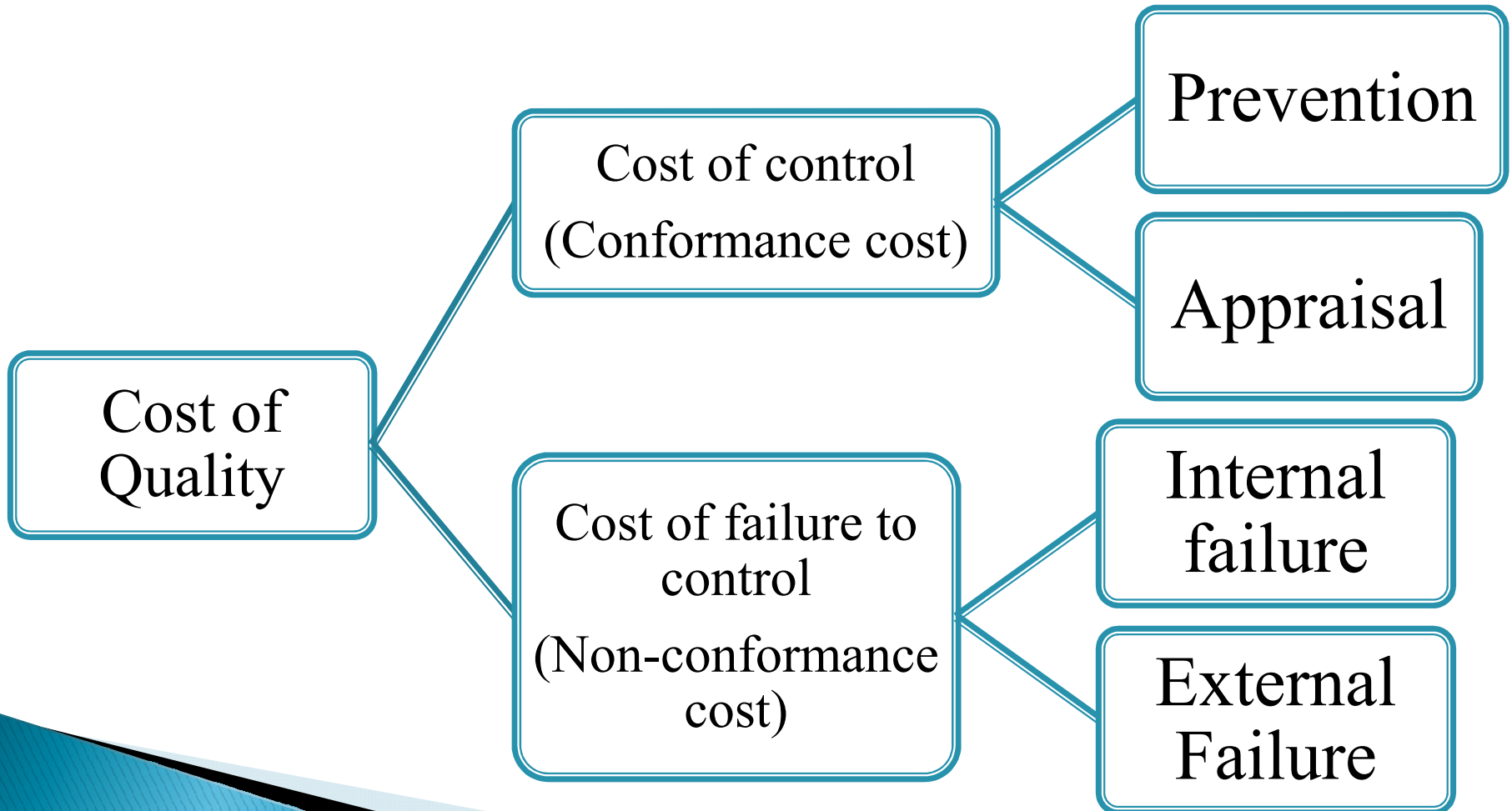
Consequences of Poor Quality

- ▶ Lower Productivity
 - ▶ Loss of productive time
 - ▶ Loss of Material
 - ▶ Loss of Business
 - ▶ Liability
- 

Cost of Quality

- ▶ Non-Conformance cost
 - Rework
 - Scrap
 - Down time
 - ▶ Conformance cost
 - Planning
 - Documentation
 - Training
 - Auditing
 - inspection
- 

Cost of Quality



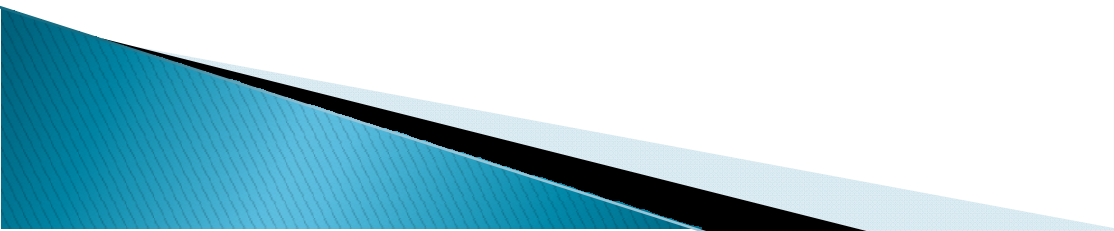
Evolution of Modern Concepts

- ▶ Early stage: Inspection based Quality
- ▶ The next stage: Statistical Quality Control
- ▶ The third stage: Quality Assurance
- ▶ Last and current stage

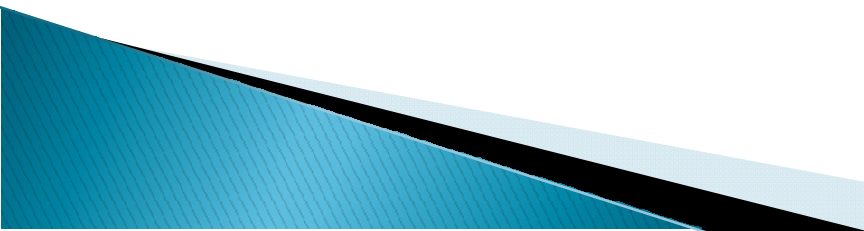
Total Quality Management (TQM)



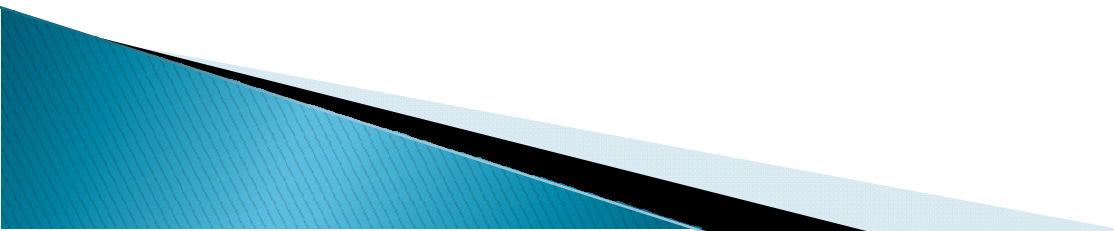
Total Quality Management (TQM)

- ▶ TQM refers to “Organization wide effort to achieve quality”.
 - ▶ TQM is a philosophy about quality that suggests for involving everyone in the organization is a quest for Quality
- 

TQM approaches can be described as follows

1. Find out what customers want: Survey
 2. Design a product that meet or exceed what customers want
 3. Design a production process mistake-proof
 4. Never stop trying to improve
 5. Extend these concepts to suppliers and to distributors
- 

Characteristics of TQM

1. Continual improvement
 2. Customer focus
 3. Organization-wide activity
 4. Employee empowerment
 5. Team approach
 6. Competitive benchmarking
 7. Knowledge of tools
 8. Internal and external customers
 9. Long-term relationship with the suppliers
- 

That's all for today

