

CHAPTER 2



TOTAL QUALITY MANAGEMENT - CONTROL AND IMPROVEMENT-

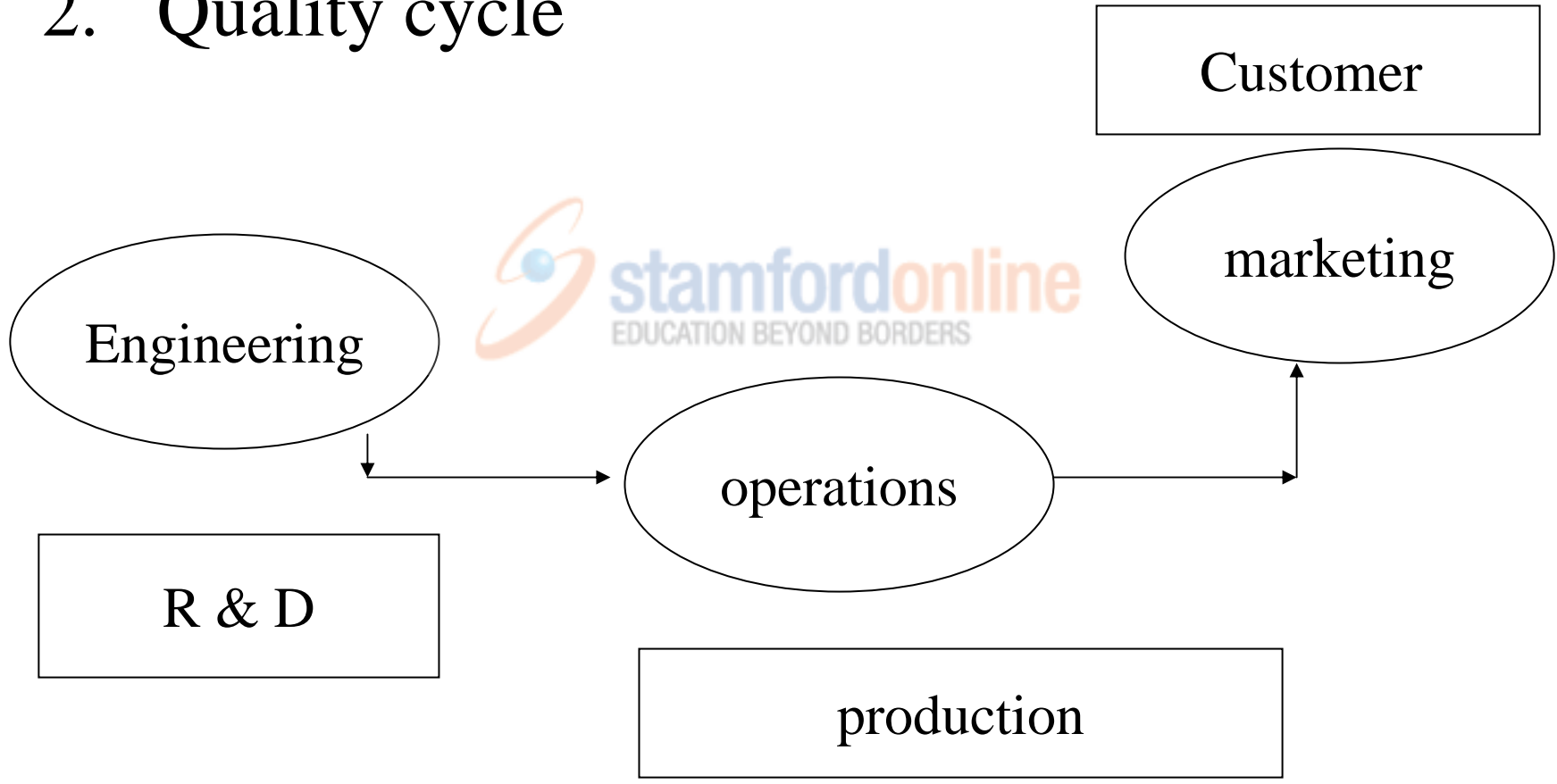
Senior manager needs to know about TQM:

- a. Quick fixes
- b. Easy solution
- c. Universal panaceas
- d. Tools and techniques
- e. Success



Quality planning, control and improvement:

- 1. Interact
- 2. Quality cycle



1. Engineering in conjunction with other departments design a product;
2. Meet the specification;
3. Operation must continually ensure product is produced as specification;
4. Quality of conformance is applied;
5. Reduce variance.

Quality cycle requires:

1. Define quality attributes on the basis of customer needs;
2. Decide how to measure each attribute;
3. Set quality standards;
4. Establish appropriate test for each standard;
5. Find and correct;
6. Continue improvement.

Total customer satisfaction:

1. Produce products and services to a six sigma standard;
2. Reduce total cycle time;
3. Lead in the area of products , manufacturing and environment;
4. Improve profitability;
5. Provide a creative, cooperative workforce in which employees are empowered.

Steps in quality planning:

1. Product attributes

- Planning for quality must always start with the product attributes;
- The correct amount of material in various parts of the product for extra comfort and fit;
- Popular colour, free from defects, choices of yarns and stitch formations.

2. Measure quality

- Methods must be devised to test and measure quality for each of the product attributes.

3. Standards

- After deciding on measurement techniques, standards need to be set;
- These standards are stated as tolerances of minimum and maximum acceptable limits, desired targets.

4. **Testing program**

- Must be established after standards have been set;
- It would be too costly and impractical to test and inspect.

5. **Underlying causes**

- Must be identified and corrected upon discovering defects;
- Causes for poor quality:-----

6. Foolproof and improve

- Prevent errors from occurring in the first place;
- Designing products and internal procedures that are foolproof, working with suppliers to prevent errors, training employees before problems occur and performing preventive machine maintenance;
- Correct errors quickly.

Summary:

