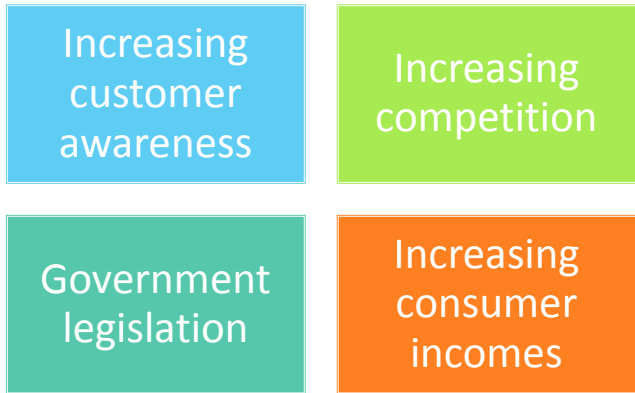


What does Quality mean to you?

Where a product fulfills its purpose and meets the expectations of the user.



Quality driving forces



Quality Management

- **Quality Control** – inspecting, testing and sampling the quality of work. This identifies and fixes **discovered** problems, but does not prevent them.
- **Quality Assurance** – ensuring quality by focusing on ‘getting it right first time’ rather than reacting to discovered issues

5.4.2 (573)



Lean Production

An approach to organising operations that aims to achieve **high quality** and **competitive prices** by using all its **resources efficiently** (minimising wastage of time, space, capital, people and materials).

Kaizen



Being lean

- Minimise waste (space, inputs, mistakes, time)
- 'Right first time' – aim to prevent rather than react to problems
- Flexibility
- Continuous improvement (Kaizen) and striving to improve quality and reduce costs
- Supply chain management (loyal supplier and intermediary relationship)
- Cell production, Just-in-Time, Quality Circles



Total Quality Culture/Management

A philosophy that makes quality a focus of every business operation and process – every employee is responsible

Aims for 'zero defects' and 'getting it right first time'.



TQM

Advantages

Motivation (Herzberg, Theory Y, Maslow) – long term.

Improved image for customers – revenue

Reduces cost, increases profit

Competitive

Disadvantages

Costly to set up and implement (training)

Can be lengthy process

Bureaucratic

Large businesses are hard to maintain culture

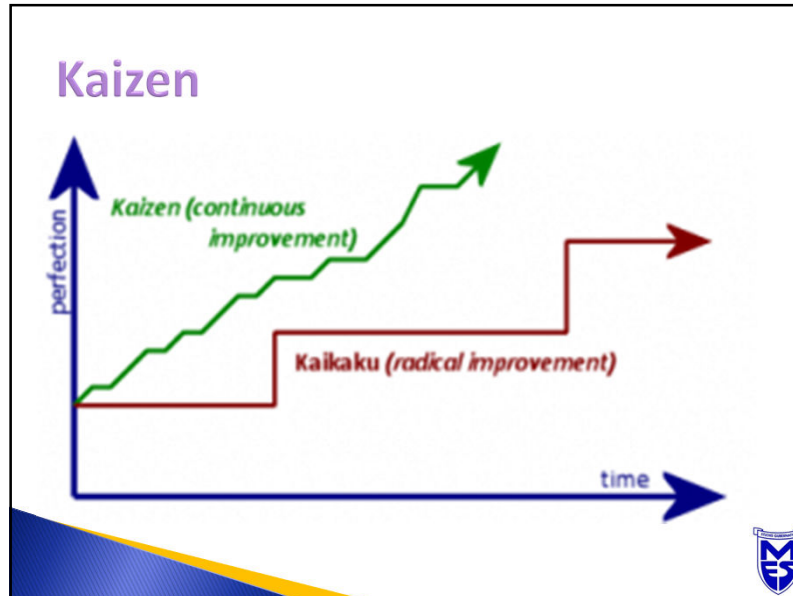


Continuous Improvement

Kaizen (or 'continuous improvement') is an approach of constantly introducing small incremental changes in a business in order to improve quality and/or efficiency



tutor2u
KEEP CALM
AND
KAIZEN
ON



How Does Kaizen Work?

- Leaner production is based on making **many small changes**
- As the ideas come from employees, they are less likely to be radically different and probably easier to implement
- Small improvements are less likely to require major capital investment than major process changes
- The culture - all employees should continually look for ways to improve their own performance
- Kaizen encourages employees to take ownership for their work = can help reinforce team working and improve motivation