

# Quality defined

- **Value for price paid**

Quality defined in terms of product or service usefulness for the price paid.

- **Support services** Quality defined in terms of the support provided after the product or service is purchased.
- **Psychological criteria** A way of defining quality that focuses on judgmental evaluations of what constitutes product or service excellence.

# QUALITY SPECIFICATIONS

## 1. **DESIGN QUALITY.**

Inherent (basic) value of the product in the marketplace.

*The dimensions include; Performance, features, Reliability, Durability, Serviceability, Response, Aesthetics, and reputation*

**2. CONFORMANCE QUALITY.** The degree to which the product or service design specifications are met

### 3. Involvement of people

All people in the establishment should be aware of the importance of meeting customer requirements and of their responsibilities for this. They should have the appropriate

- a) Work environment,
- b) Facilities and structure for doing their jobs
- c) And where there are gaps training should be given.

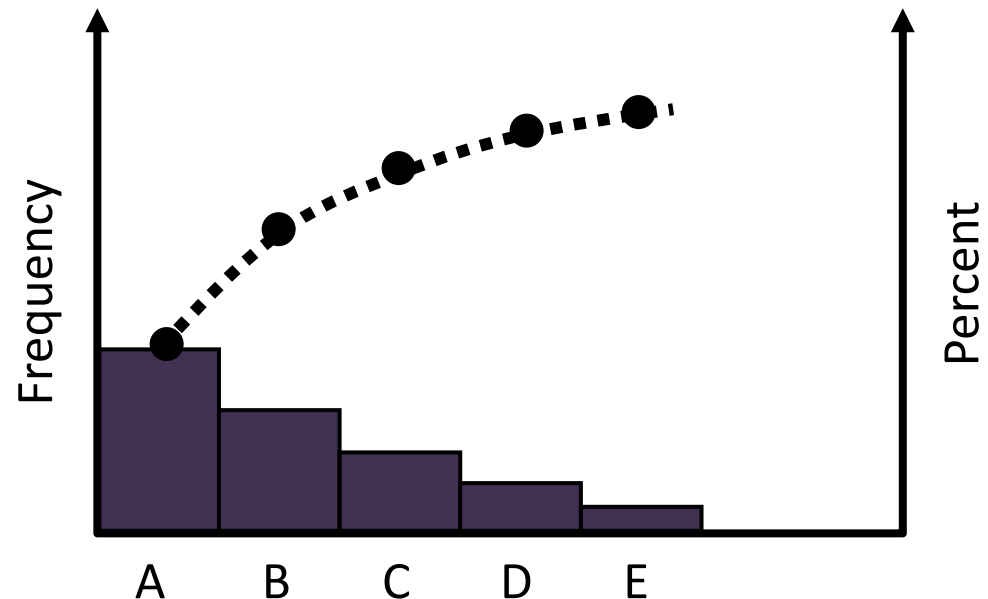
**IS A SINCERE BELIEF AND TRUST IN PEOPLE**

***This means giving people room to make decisions based on what they think is right, to have control over their work, to learn from mistakes and to promote the change.***

# Seven Tools of TQM

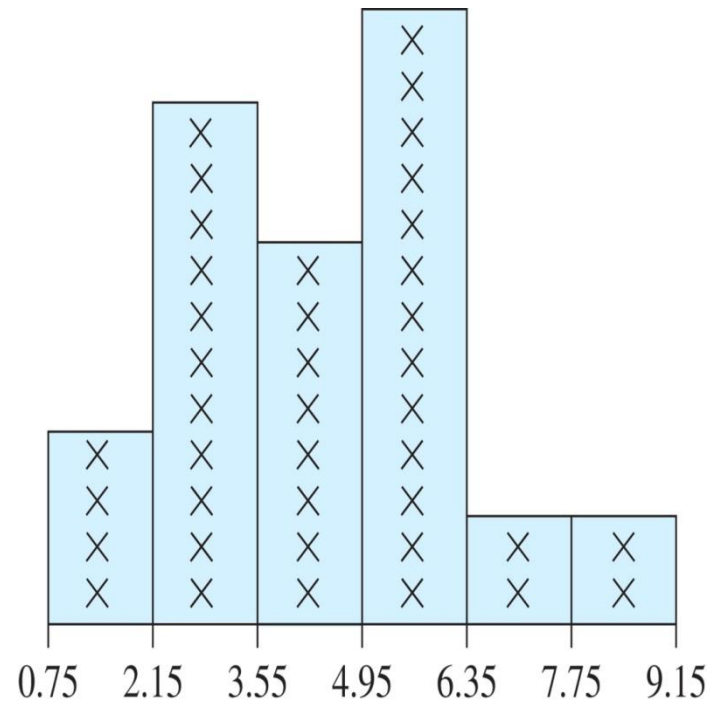
(d) Pareto Analysis: Separates the critical few from the trivial many

1. Identify categories about which to collect data
2. Gather data and calculate frequency of observations
3. Sort into descending order by percentage
4. Graph and identify the few areas that account for most of the variation



**Example:** The Big City Cafeteria wants to determine the distribution of its sales during lunch time. On a given day the manager randomly selects 40 sales from the sales register receipt. The following table shows the sales (in dollars). Develop a histogram of the sales

|      |      |      |      |
|------|------|------|------|
| 4.51 | 0.79 | 4.19 | 2.29 |
| 5.96 | 3.49 | 2.25 | 3.45 |
| 2.24 | 5.25 | 5.36 | 1.15 |
| 7.28 | 5.25 | 4.29 | 5.25 |
| 3.96 | 6.79 | 4.66 | 3.56 |
| 8.22 | 2.56 | 5.25 | 3.33 |
| 5.55 | 2.24 | 8.95 | 2.49 |
| 5.25 | 2.26 | 0.79 | 5.25 |
| 4.11 | 6.11 | 5.25 | 4.56 |
| 1.15 | 5.25 | 2.21 | 5.25 |



# Eliminate Waste

- ◆ Other resources such as energy, water, and air are often wasted
- ◆ Efficient, sustainable production minimizes inputs, reduces waste
- ◆ Traditional “housekeeping” has been expanded to the 5 Ss

# Material Resource Planning (MRP)

- Material Requirements Planning (MRP) is a computer-based production planning and inventory control system. MRP is concerned with both **production scheduling and inventory control**. It has a feature of material control system that attempts to keep adequate inventory levels to assure that required materials are available when needed.

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End of Semester