Quality control

Quality is a measure of how closely a good or service conforms to specified standard

"Quality means doing it right when no one is looking"

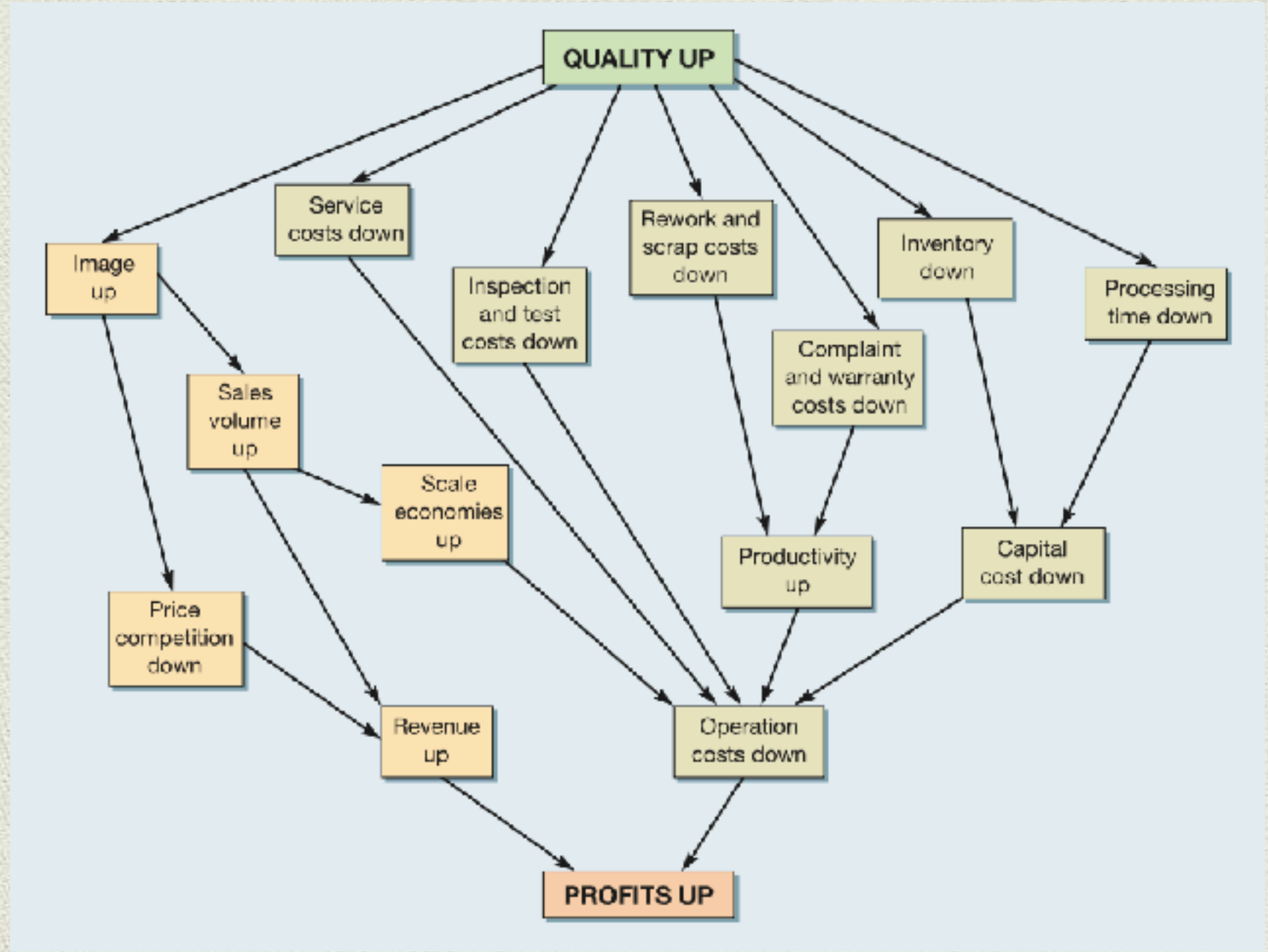
–Henry Ford

QUALITY

9 M's of Quality

- Market
- Money
- Management
- Men
- Motivation
- Materials
- Machines
- Modern information methods
- Mounting product requirements

Higher quality has a beneficial effect on both revenues and costs



Source: Operations Management, 6th edition. Nigel Slack, Stuart Chambers, Robert Johnston. Prentice Hall, 2010

Control process

- Choose the control object
- Choose a unit of measure
- Set the standard value
- Choose a sensing device which can measure
- Measure actual performance
- Interpret the difference between actual and standard
- Taking action.

Quality control

Inspection

important tool

Objectives of Inspection

- To detect and remove the faulty raw materials before it undergoes production.
- To detect the faulty products in production whenever it is detected.
- To bring facts to the notice of managers before they become serous to enable them discover weaknesses and over the problem.
- To prevent the substandard reaching the customer and reducing complaints.
- To promote reputation for quality and reliability of product.

Objectives of Inspection

- to distinguish good lots from bad lots.
- to distinguish good pieces from bad pieces.
- to determine if the process is changing.
- to determine if the process is approaching the specification limits.
- to rate quality of product.
- to rate accuracy of inspectors.
- to measure the precision of the measuring instrument.
- to secure products-design information.
- to measure process capability.

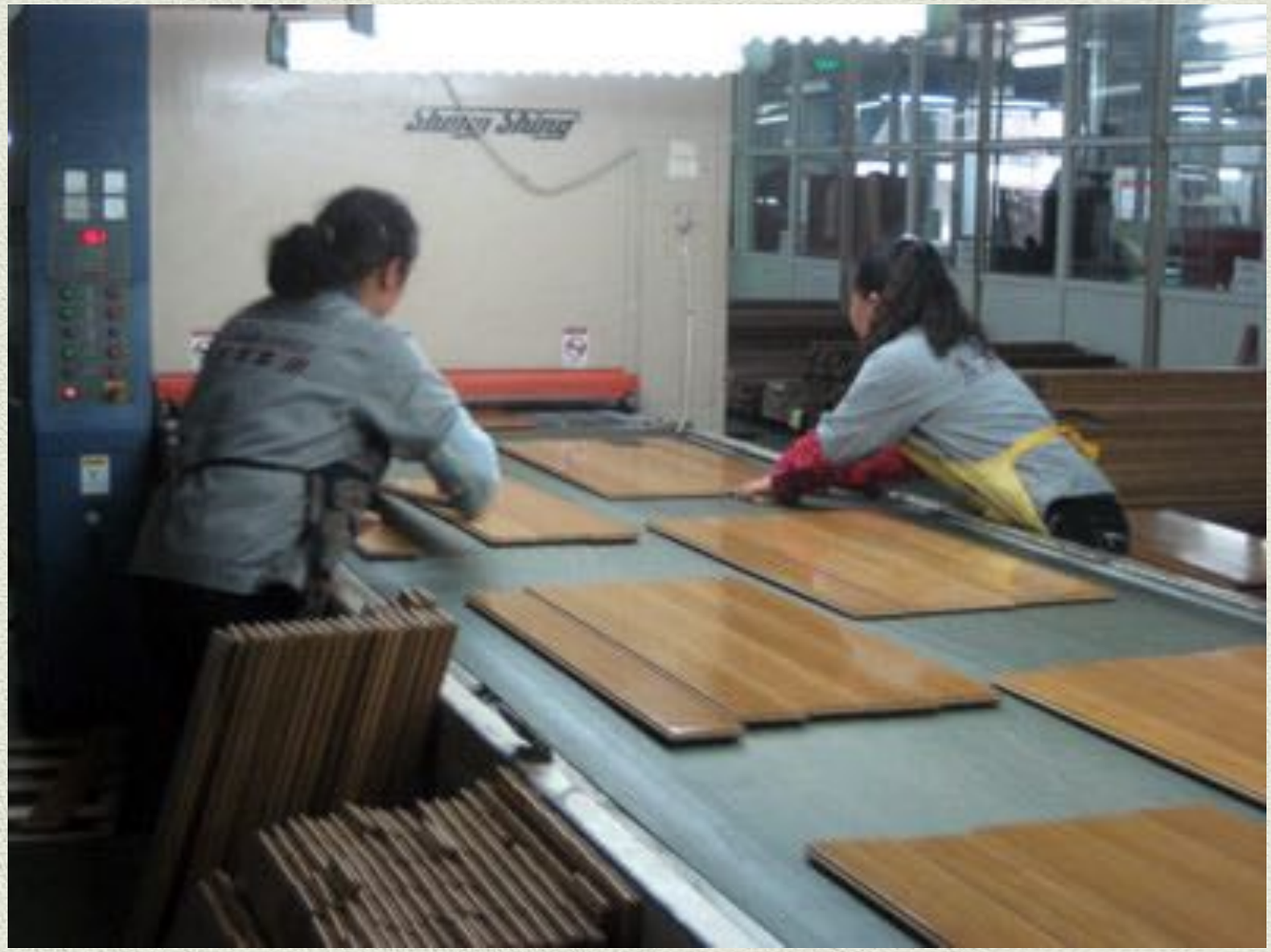
Types of inspection

- Floor inspection
- Centralized inspection
- Combined inspection
- Functional inspection
- First piece inspection
- Pilot piece inspection
- Final inspection

Floor inspection

Centralized inspection

Combined inspection



Functional inspection

First piece inspection

Pilot piece inspection

Final inspection

Methods of inspection

100 % inspection

Methods of inspection

Sampling inspection

Drawbacks of inspection

Thank you