

IE407 Total Quality Management

Lecture 27

Instructor: Dr. Ali Ahmad

Reminder: SA grade

- ▶ SA grade will be determined by the attendance system
- ▶ More than 8 absents will automatically lead to SA grade
- ▶ Please be careful about your attendance in lectures





Besterfield Chapter 10: Quality Management Systems



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- ▶ Today's lecture will consist of the three webpages from ISO as detailed in the following slides
 - ▶ Please read these pages thoroughly to prepare for quiz #6 and for final exam



Quality Management: The Path to Continuous Improvement

▶ URL:

▶ <https://www.iso.org/quality-management>

▶ Topics:

- ▶ What is a quality management system?
- ▶ What are quality management principles?
 - ▶ Already covered
- ▶ Understanding quality assurance and quality control
- ▶ Excellence in quality management



Quality Management Systems: An Introduction

▶ URL:

- ▶ <https://www.iso.org/quality-management/what-is-qms>

▶ Topics:

- ▶ What is a quality management system (QMS)?
- ▶ Types of quality management systems
- ▶ What are the benefits of a QMS?
- ▶ Why is a quality management system important?
- ▶ Journey to excellence
- ▶ The bottom line



Quality Assurance: A Critical Ingredient for Organizational Success

- ▶ URL:

- ▶ <https://www.iso.org/quality-management/quality-assurance>

- ▶ Topics:

- ▶ What itrols quality assurance?
- ▶ History of QA and QC
- ▶ Best practices in quality assurance
- ▶ Quality assurance in action: an example
- ▶ Quality assurance methods
- ▶ Creating a quality assurance plan in six key steps
- ▶ What is the difference between quality assurance and quality control



References

- ▶ Besterfield, Dale H. and others. 2019. *Total Quality Management*, 5th edition. Pearson India

