



IE407 Total Quality Management

Lecture 26



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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



Next four slides are from:

[https://www.icao.int/NACC/Documents/Meetings/2016/
AIMQMS/QMSFPLAIMP04.pdf](https://www.icao.int/NACC/Documents/Meetings/2016/ AIMQMS/QMSFPLAIMP04.pdf)

Definition of Key Terms

Term	Meaning
Quality	Conformance to requirements
Quality Control (QC)	<p>'A part of quality management focused on fulfilling quality requirements'</p> <p>A corrective tool focused on the quality of output.</p> <p>Example: Validation/software testing, inspection, peer reviews.</p>
Quality Assurance (QA)	<p>A part of quality management focused on providing confidence that quality requirements will be fulfilled'</p> <p>A managerial tool focused on the process of quality</p> <p>Example: Verification activities, process checklists, project audits and methodology and standards development.</p>

Definition of Key Terms

Term	Meaning
Quality Management	Management activities and functions involved in determination of quality policy and its implementation through means such as quality planning, quality assurance and quality control)
Quality Management System	A system comprised of quality planning and quality improvement activities, the establishment of a set of quality policies and objectives that will act as guidelines within an organization, and QA and QC.
Process	Any activity or set of activities that uses resources to transform inputs into outputs

Definition of Key Terms

Term	Meaning
Procedure	An outline of how to perform a process e.g. 'Purchasing'
Work Instruction	Description of how to perform a task which is a more detailed portion of the procedure e.g. 'Completing a PO'

Quality Management vs Quality Assurance vs Quality Control



ASQ: QA vs QC

- ▶ Read Quality Assurance vs Quality Control on ASQ website at the following URL
 - ▶ <https://asq.org/quality-resources/quality-assurance-vs-control>



ASQ: Quality Management System

- ▶ Read about quality management system at ASQ website at the following URL
 - ▶ <https://asq.org/quality-resources/quality-management-system>



ISO 9000 Series

- ▶ Watch videos about ISO 9000 and 9001 at the following URLs
 - ▶ <https://www.iso.org/standard/45481.html>
 - ▶ <https://www.iso.org/standard/62085.html>
- ▶ These videos are also available on Vimeo
 - ▶ <https://vimeo.com/1092126327?fl=pl&fe=cm>
 - ▶ <https://vimeo.com/881717161?fl=pl&fe=cm>



ISO Management System Standards

- ▶ There are many management system standards published by ISO
- ▶ Read about them on the following URL
 - ▶ <https://www.iso.org/management-system-standards.html>
 - ▶ Link to list of management system standards is available on this page.
- ▶ Popular management system standards are given on the following URL
 - ▶ <https://www.iso.org/popular-standards.html>



Harmonization Among ISO Management System Standards

- ▶ ISO have made an effort to make their management systems standards as uniform as possible as they share same basic ideas/concepts
- ▶ Read Annex SL: Harmonized approach for management system standards at the following URL
 - ▶ https://www.iso.org/sites/directives/current/consolidated/index.html#_Toc165305044
- ▶ ISO Handbook on The Integrated Use of Management System Standards (IUMSS) is available on the following URL
 - ▶ https://www.iso.org/files/live/sites/isoorg/files/store/en/PUB100435_preview.pdf



References

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

