



# IE407 Total Quality Management

## Lecture 27



Instructor: Dr. Ali Ahmad

## Reminder: SA grade

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- ▶ 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

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- ▶ 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

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- ▶ 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

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- ▶ URL:
  - ▶ <https://www.iso.org/quality-management/quality-assurance>
- ▶ Topics:
  - ▶ What controls 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

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

