



UPTC

Process Quality

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What is Process Quality?

Process quality is the degree to which coordinated activities transform inputs into outputs, meeting defined requirements and stakeholder expectations.



Key Aspects

1. Consistency

2. Effectiveness

3. Efficiency



Key Aspects

4. Continuous Improvement

5. Adaptability





Key elements in process quality

- **Process formalization**
- **Performance evaluation**
- **Use of metrics**
- **Knowledge management**



- **Knowledge management**
- **Clear roles**
- **Organizational adaptability**



Process quality principles



Preventive approach

Collaborative participation

Continuous improvement

Customer orientation

Data-driven decisions

Systemic view of the process





Tools



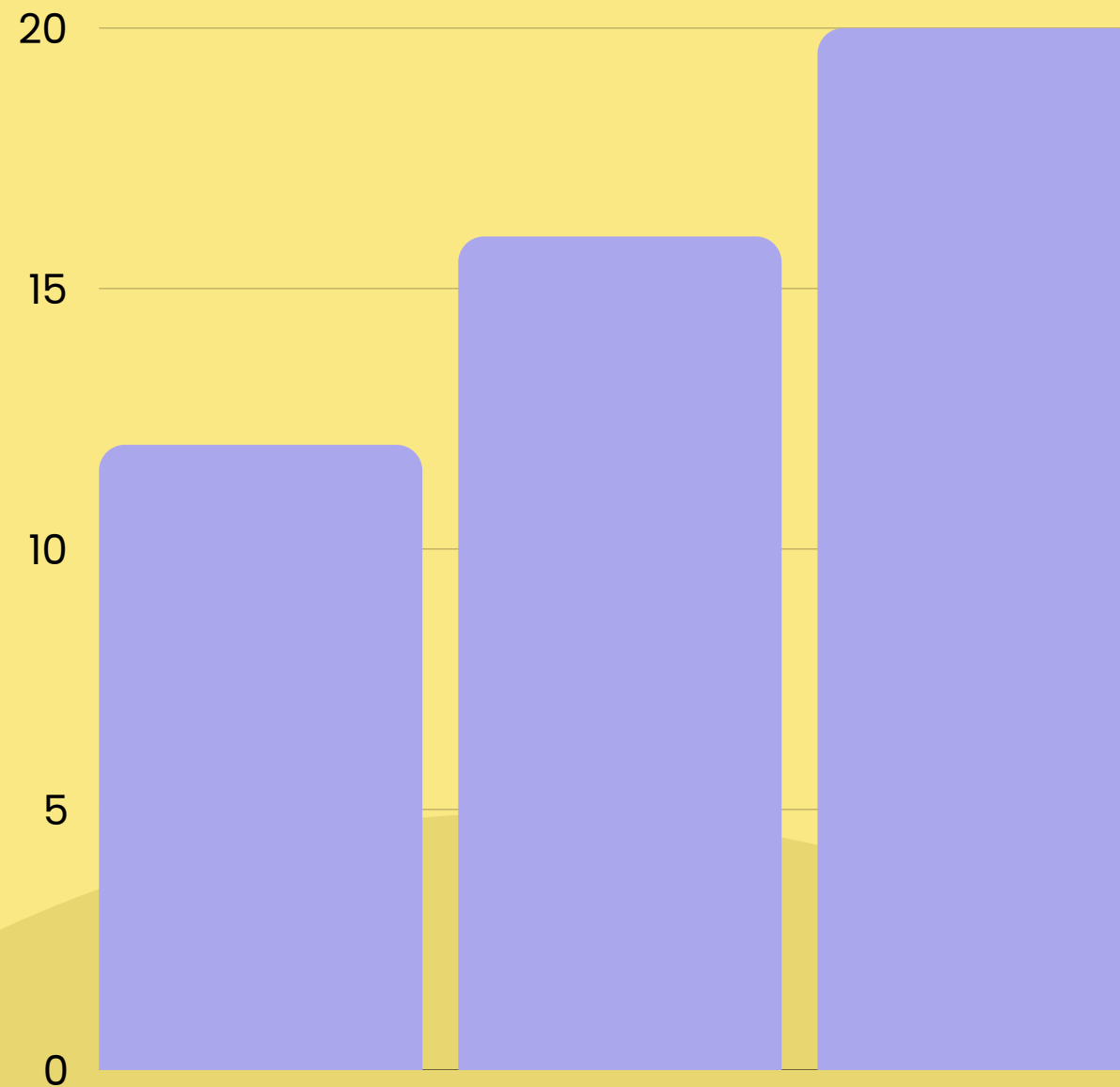
Flow diagrams



Check sheets



Cause-effect diagrams



Control charts



Histograms



Scatter plots



Basic standards



ISO 9000

- ✓ **Process-based approach and risk-based thinking**
- ✓ **Promotes continuous improvement through the PHVA cycle**

Six Sigma

- ✓ **Establishes a target of no more than 3.4 defects per million opportunities.**
- ✓ **Uses DMAIC approach**

Lean Manufacturing

- ✓ **Key principles: value from the customer's perspective, continuous flow, pull system**
- ✓ **5S, Kanban, SMED, Poka-Yoke, and TPM**

Process Management (BPM)

- ✓ **Approach that identifies, designs, executes, documents, measures and controls processes.**



Benefits of Process Quality Management

Cost reduction

Increased productivity

Increased customer satisfaction

Effective decision making

Improved responsiveness

Positive organizational culture



References

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Thank You

For Your Attention