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PRODUCT QUALITY ANALYSIS

Quality management is a must to deliver high quality products and services to the customers.

DEFINITION

The group of features & characteristics of a saleable good which determine its desirability & which can be controlled by a manufacturer to meet certain basic requirements defines product quality

Product quality is the product's ability to fulfill the expectations and needs set by the end user.



FOCUS ON PRODUCT QUALITY

Focus on Product Quality

Before Production,

company must find out the needs of the consumers.

These needs must be included in the product design specifications. So, the company must design its product as per the needs of the consumers.

During Production,

company must have quality control at all stages of the production process. There must have quality control for raw materials, plant and machinery, selection and training of manpower, finished products, packaging of products, etc.

After Production,

the finished-product must conform (match) to the product-design specifications in all aspects, especially quality. The company must fix a high-quality standard for its product and see that the product is manufactured exactly as per this quality standard. It must try to make zero defect products.

PARAMETERS OF PRODUCT QUALITY

- Performance
- Features
- Reliability
- Conformance
- Durability
- Serviceability
- Aesthetics
- Perceived Quality

© Quality Dashboard



Total Task



Sample



Defects



Fatal Error



© Quality Dashboard



131K Total Task



9860 7.53% Sample



20.12% Defects

1984



8.12% Fatal Error

801













