

Chat

Crosby introduced a tool of fourteen steps of quality improvement. The aim of quality improvement program (QIP) is to set preplanned objectives which help an organization when it comes to quality management. Crosby 14 steps to quality management are

Management commitment Top Management must committed to quality and communicated downward their understandings by written policy. Everyone is expected to perform according to the requirements of the company and the customers need.

Quality improvement team Figure out a team of department head to oversee and judge improvement in their concern departments and in the company as a whole.

Quality measurement Certain measurement should establish appropriate to all the activities in order to identify areas where improvement in needed.

Cost of quality Estimation the costs of quality in order to point out areas where improvement would be profitable.

Quality awareness Employees are the backbone of any process or change. Manage must raise quality awareness among employees. They must know the importance of product performance and cost of non-conformance.

Corrective action Take positive and correct steps to solve the problems identified from previous steps.**Zero defects planning.** Figure out a committee, which will plan program suitable to the company and its culture.

Supervisor training A training program should in place for all levels of management that how to implement their part in the quality improvement program.

Zero defect day Schedule a day to indicate employees that the company has a new standard.

Goal setting Individuals should establish improvement goals for themselves as well as for their groups.

Error cause removal If any problem that prevent employees from performing error free work there should be clean policy to inform top management.

Recognition Those who meet their goals efficiently and effectively, they must be rewarded.

Quality counsel Consist of quality professionals and team leaders, quality councils should meet on regular basis to share their experiences, problems and ideas

Do it all over again Repeat again and again step 1 to 13 and emphasis a continuous process of quality improvement.