



SNS COLLEGE OF TECHNOLOGY

Coimbatore-35

An Autonomous Institution

Accredited by NBA – AICTE and Accredited by NAAC – UGC with 'A+' Grade

Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai



DEPARTMENT OF MECHANICAL ENGINEERING

19MEE304 – TOTAL QUALITY MANAGEMENT

III YEAR - V SEM

UNIT 1 – Introduction

TOPIC – Quality Statements



Quality Policy



<https://tinyurl.com/y5mlc5ye>

Quality policy statements are always used internally as a means of establishing a quality baseline for all employees to adhere to, while they are commonly made public and available to investors, customers, suppliers and regulators as a means of quality assurance and PR.

A quality policy statement is often the quality 'mission' or principles of the organization, and brings multiple quality standards and policies in one well presented and digestible document.

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Quality Policy Definition

A quality policy statement is a short document published by the quality team or management of an organization to establish what quality means to that organization..



Vision and Mission Statement

VISION STATEMENT

Our vision is to be recognized as the solutions leader in the print industry.

MISSION STATEMENT

Convertible Solutions' mission is to provide pre-converted substrates to the digital print industry, and to provide solutions for our customers to help promote their success through our innovative products and services.

Our commitment is to act in the highest ethical manner with our customers and associates.

To keep uppermost the goal of customer satisfaction.

To be receptive to our customers' needs and partner with them with honesty and integrity.

To be the industry leader providing pre-converted substrates which save time, and provide labor and waste reduction.

To continually educate ourselves on the latest trends and technologies.

Quality Policy Statement (QPS)

Clearly understanding customer needs and meeting those needs.

On-time delivery of product manufactured to specification at agreeable pricing.

Establish an alliance with suppliers and partners to achieve customer expectations.

Accelerate revenue growth through a progressive quality-focused environment.

Comply with the relevant regulatory requirements.



Concepts of QPS

Customer needs and Preference

Customer needs: The end goal of all companies is to meet the needs of potential, current and future customers.

A quality policy statement focused on customer needs is most often 'marketing' focused, and draws attention to the fact that the company is laser focused on the customer, and on delivering exactly what the customer wants.

Customer preference: Flexibility and customization have become more desirable to customers who seek products which align exactly with their personal preferences and desires.

Many companies issue quality statements based around being able to cater to and offer exactly what a customer 'prefers'.



<https://tinyurl.com/y2ulv6f7>

Service and Compliance

Service and experience: For most service-based business (which there are a lot of), the most important quality aspect is that the service and experience meets expectations.

The level of service and experience 'quality' expected obviously depends on the price of the service amongst other things, but the minimum level of quality for most customers is that they are listened to and treated respectfully in a clean environment.

Compliance: For some companies operating in highly regulated spaces like food and drugs, the proxy for quality in their industries and amongst the public is that they achieve compliance.



<https://tinyurl.com/y2ulv6f7>

Safety and Defects



<https://tinyurl.com/yy5crm3a>

Health and safety: Health and safety matters in all industries, but some companies operate in industries where a significant part of their operational focus in terms of 'quality' is around health and safety and delivering a safe product - which is often the minimum requirements for any 'product'.

Defects: Defect management is a one of the core 'jobs' of quality management.

No person or business buying from someone else is looking for a defective product, so most companies include a commitment to work towards zero defects, especially manufacturing and infrastructure style companies.

Accuracy and Testing

Accuracy: One of the most important parts of 'quality' for any company is that people and companies buying the product need to be able to trust its quality.

Many companies include partial statements about product and service accuracy so that people 'know' they can trust what is being said.

Testing: testing is a huge part of quality. No company or process can be completely bulletproof, but the right testing framework and policies can prevent defective products and issue getting to the customer.

Companies often have detailed plans and documents around their testing procedures, but a quality policy statement can also include sections about this given it's importance to overall quality.



<https://tinyurl.com/y4ptouxw>

Waste and Improvement

Waste: One of the by-products of producing a good or service is waste. Waste management is an integral part of environmental and quality management, and continues to grow in importance too.



Improvement: Many products and services aren't perfect, but a commitment to continuous improvement is always a welcome addition to any quality policy statement.

Industry specific quality: Different industries need to deliver on different promises, and so their quality statements often include industry specific information and value propositions which are designed to cater to their specific audience.

<https://tinyurl.com/y2srjpud>

People and Privacy

People: All business involve a number of direct and indirect stakeholders. A commitment to thinking about and considering other people and communities often goes a long way.

Privacy: Privacy has always been important, but it has become a much deeper focus of quality for many modern technology and data driven companies.

One of the most powerful quality assurances companies like Google and Facebook can include in their quality statements is around protecting and enforcing privacy at all costs, as data is their 'product'.



<https://tinyurl.com/y6cnnclf>

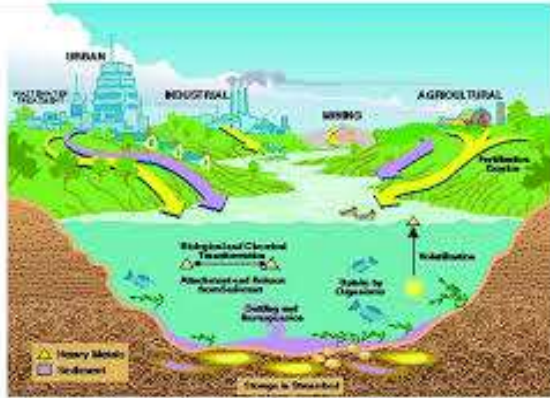
Environment and Source



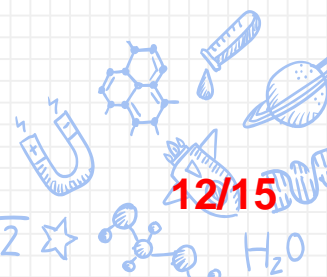
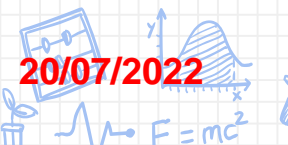
Environmental: Companies often have different documentation for environmental statements and procedures, but a commitment to quality in terms of environmental practices can also be really powerful in specific industries.

Sourcing: For many big companies, one of their most powerful tools is their dollar, and the vendors and suppliers they choose to buy from.

Not many products or services are made and produced by one company, so promising to select and use quality vendors is a direct commitment to output quality too.



<https://tinyurl.com/y5t32aq5>



Multiple Choice Questions

Total Quality Management (TQM) focuses on

- a. Employee
- b. Customer
- c. Both (a) and (b)
- d. None of the above



Which of the following is responsible for quality objective?

- a. Top level management
- b. Middle level management
- c. Frontline management
- d. All of the above

Multiple Choice Questions

The following is (are) the machine down time.

- a. Waste
- b. No material
- c. Breakdown
- d. All of the above

TQM & ISO both focuses on

- a. Customer
- b. Employee
- c. Supplier
- d. All of the above





THANKS!