

Quality management for organizational excellence

[Business](#), [Management](#)



As employees of an organization we are required to ensure the welfare of the same at all times. Sometimes we see and analyze certain processes carried out and it is understood that there is any way in which these processes can be improved. It happens that we are not prepared to report that such changes are needed for reasons that are varied. There are positions in companies that are responsible for ensuring that all processes, products and services offered comply fully with the expectations of customers.

The so-called " quality controls" are the order of the day in different industries thus minimizing the losses that come when we could make a claim for defective product or service. The following provides an example of how practical quality control is essential in company. In the example provided in chapter 15 of book reading (Goestch, 2010) presents the status of status of certain types of molds aircraft to a company's customer Cignet. For years it has featured as an organization that provides services " die casting".

The receiving client has complained about the state in which the products are leading to an increase in the percentage of defects in the organization. Not notice any change in the process of manufacturing these parts therefore not within the quality control at the time of manufacturing. It is assumed that there is an assignable cause, that does not happen by chance but it can be identified and eliminated (Babylon, 2012). When facing the president of the organization about the findings, it is clear what the possible causes can be identified which are those that affect the products.

First of all, accept that the quality control department is failing somewhere to let out these details that the customer does not like. The causes can be identified storage temperatures, adequate transportation, and inadequate
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storage methods to name a few examples that may be affecting the final product. All these factors can be identified and eliminated with the right plan of action in the case. As management is important to see and analyze carefully the decisions to be taken to correct this measure.

Not think lightly of the possible solutions that has the problem, and to go immediately to the process of implementing decisions without really analyzing your use solution to this dilemma could involve unnecessary use of resources to both working with the real issues the situation. Reacting pulse is not always the best option to present dilemmas. Especially when it involves analyzing where it is failing in the standard procedure should be maintained. To know where you are making the mistakes that are causing this loss and inconvenience should use some tools to analyze due process that are made every day.

It is therefore important to use additional " flowcharts" control tables. These tables are used during the manufacturing process consists of the product and inspect the products while they are still in the billing process. This tool is quantifiable, its great advantage. 100 pieces can be established that there are no problems during the receipt of primary material, nor in the process, but are displayed effects on stored products. Not only for this observation is displayed but the numbers is product defects not displayed until a certain point in the process.

Both tools are very useful in their own way each. One of them shows the subjective line of research. The flowcharts despite dictating a specific order of things, so no numerically quantifiable profits or losses. Just get carried away by the power of observation. While on the other control tables set <https://assignbuster.com/quality-management-for-organizational-excellence/>

numerically where the dilemma of products and graphics can be presented with these images. Are objective in that there is no way to alter the conclusion that 100 parts of them showed 25 manufactured dilemmas in the stage of storage. Personally, I would use both tools to complement each other.

The flowcharts as a map of due process to be carried out and the control tables to give numbers to metric and flowcharts. Final determination will be President, but the measures were presented him as requested. He provided the answers to your questions are identified where the problem was concentrating the client which would have made complaint before. Do not take a decision lightly is evidence of the relevant research was done in the case and the responses will be implemented by the correct and considered for the current crisis. ?