

The quietly management

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Quality Management Describe what is meant by the term quality system. A quality system is defined as one that covers all the essentials of an organization infrastructure that are required for making a successful enterprise. The system takes into consideration all factors which include the customer opinion, the undertaken processes, the employees working condition, as well as environmental constraints. A quality system ensures customer needs are fully met and strategies are devised in such a way that the organization achieves a long term success in the industry. Quality system itself is a guarantee towards achieving what is desired.

2. Why is a quality system critical to providing a quality product or service?

Quality system ensures all pre-requisites are being followed and every product that is being prepared or any service provided has undergone all the procedures that are necessary for ensuring the conformance tests. The output yield achieved to fulfils the customers' requirements. The quality system eliminates all those elements of the component that stand any hurdle between a standard product and a sub-standard product. Any product or service went through quality system will have automatically gone through the standard procedures that are necessary for a successful yield. Quality system makes use of all the necessary tools and techniques that are vital for making any standard product. Hence, it is vitally important for a good quality product to undergo the quality system and its procedures.

3. Describe why ISO 9000 is important for an effective organization.

The International Organization of Standardization has given a new dimension to the world of standardization in the field of manufacturing and production. ISO 9000 is vitally important for an organization's success. It provides organizations with sufficient guidance over how to go about the processes, <https://assignbuster.com/the-quietly-management/>

how to achieve what is desired, it specifies the dos and don'ts of a process. Certain rules are being specified in the continent Europe which makes the ISO 9000 Certification mandatory for products to be imported into Europe. It allows organizations meeting the deadlines. It enables achieving the highest level of quality.

4. Why is it important to document work methods and procedures?

Documentation of working procedures and methods is part of successful strategy; it helps the organization in a longer run and ensures security against many odds that might appear on the scene in later stages of project life. The documentation serves as standard and record keeping. At times there are communication problems and verbal learning and explanation is difficult, thus, the best source is documentation. Legal aspect of any process requires documented evidence; therefore, it is very important from legal point of view, because terms and conditions might be required in various situations which are always in documented form. Large sized organizations require documentation to keep synchronization between different entities and for that purpose written forms are essential. On many occasions employees come across hurdles in their daily routine operations and for that purpose the documented procedures serve the best in providing guidance according to the requirements; hence, without proper documented pattern a project and organization can barely survive.

5. What are some of the benefits of ISO 9000 certification?

International Organization of Standardization serves as an entity that smoothens the overall working environment of entire supply chain. It brings all the stake-holders to a platform where work is being performed on principles of standardization and quality. ISO creates a smooth working

relationship between the suppliers and purchasers. ISO as an organization chalks out clear quality system requirements and facilities both the suppliers and purchasers in performing the activities according to standardized patterns. It allows the enterprises to compete on international level. ISO serves as bench mark towards further improvements in the organization and overcoming the shortcomings that might exist in the setup.

Some of the salient features of ISO 9000 certification include:

Realization for continuous improvement;

Supply chain management;

Creating a Customer focus;

Application of right kind of tools and techniques;

Human resource management;

System Approach to management.

6. What do Six Sigma projects focus on and why?

Six Sigma projects help focusing on customer needs and allow translation of customer needs, expectations and improvement of the desired product or service. Six Sigma, in simple words, is the approach towards quality improvement and defects elimination. All projects undertaken on Six Sigma approach provide a structured method and focus on the customer demand directly, with considerations of financial aspects along with other feasibility studies. Six Sigma concept is a team approach which involves participation of all associated members. Finally, this approach focuses on continuous improvement and minimum defects policy. Aim of Six Sigma approach is to prevent rather than correct and, hence, reduce the chance of error occurrence.

7. What is the Malcolm Baldrige National Award?

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Malcolm Baldrige National Award was named after American Secretary of Commerce in 1987. He was the Pioneer in introducing this award similar to Deming's model of Deming prize. MBNQA sets national standards for excellence in the field of quality. It is managed and controlled by American Society for Quality. The award encircles companies in the field of Health, Business and Education. Motorola was the first to win MBNQA. Every year large number of applications are received in various categories and all applications are strictly scrutinized for sufficient number of days. Ever since its inception, a total of 71 organizations have been conferred with Malcolm Baldrige National Award based on effective organizational excellence. The award allows companies to compare and contrast their characteristics with other companies and, hence, provides them with a chance to excel above others. It allows companies to focus on strategic excellence. Distinguishing characteristic of MBNQA is the benchmarking feature. Benchmarking allows organizations to improve processes and embrace all necessary prerequisites that enable them achieving a name and mark in industry. Baseline is another feature that allows companies to match and compare their current standings and making necessary changes.

8. Why would an organization apply for the Malcolm Baldrige National Quality Award?

Malcom Baldrige is another name for excellence. For any organization that aims at achieving a distinguishing position in the industry MBNQA serves as the pivot for moving further. It ensures all the requirements of conformance are fulfilled and the product is prepared or service is provided according to the need of customer and arranged under standard procedures specified by governing bodies. Any organization that aims at achieving success adopts

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MBNQA straight away because this award provides familiarity with right kind of tools, as well as techniques and processes which help achieving the best output product. It makes life easy and creates the best working environment for the employees as well. Hence, any company that looks for achieving excellence straight away adopts the principles specified by Malcolm Baldrige National Quality Award.

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