

Chapter 09

Control and Quality Management

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Control and quality management

- Process of controlling, characteristics of effective control system

- controlling is the process of measuring actual work completed with that of planned work and to take necessary steps if any deviations is there between actual and planned works.

- The process of controlling are:-

1. Establishment of standard
2. Measurement of actual performance
3. comparison of actual performance
4. Analyze the Cause of Deviation
5. Taking remedial action

- The characteristics of effective control system are:-

1. suitability
2. Simplicity
3. objectivity
4. Economical
5. Comprehensive
6. Capable to communicate
7. suggestive
8. flexibility
9. Responsibility-based
10. forward looking

TQM: Tools, Deming's quality management technique, principles

- TQM is a management strategy that is designed to bring awareness of quality in all organizational process. It consists of quality of products and services and quality of life at work and out side work.

- Tools are:-

1. Bench marking
2. Outsourcing
3. Speed
4. ISO 9000
5. Statistical quality control

- Principles of Deming management are:-

1. Quality improvement drives the entire economy
2. The customers always comes first
3. Donot blame the person, fix the system
4. Plan - Do - check - Act

- Deming's quality management Techniques are:-

1. create constancy of purpose
2. Adopt the new philosophy
3. Cease dependence on mass inspection
4. Seek continuous improvement
5. Institute Leadership
6. Drive out fear
7. Break-down barriers between staff areas
8. Eliminate slogans and targets

9. Eliminate numerical quotas
10. Remove barriers to provide of work
-manship

quality Improvement process

The quality Improvement process are:-

1. Plan
2. DO
3. Check (Study)
4. Act

potential Barriers to successful controlling

The potential Barriers to Successful controlling are:-

- 1. Over control
- 2. In appropriate focus
- 3. Reward for inefficiency
- 4. maximum accountability
- 5. coordination problem
- 6. Imbalance in authority and responsibility
- 7. Ineffective communication

factor Affecting quality

The factor affecting quality are:-

1. Policy
2. Information
3. Engineering and Design
4. Materials

5. equipment

6. people

Characteristics of control

The characteristics of control are:-

→ management functions

→ pervasive functions

→ continuous process

→ dynamic process

→ forward looking

→ measurement and comparison

→ corrective action

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