

2.4.4 Quality management

Starter

How would you improve your day today?

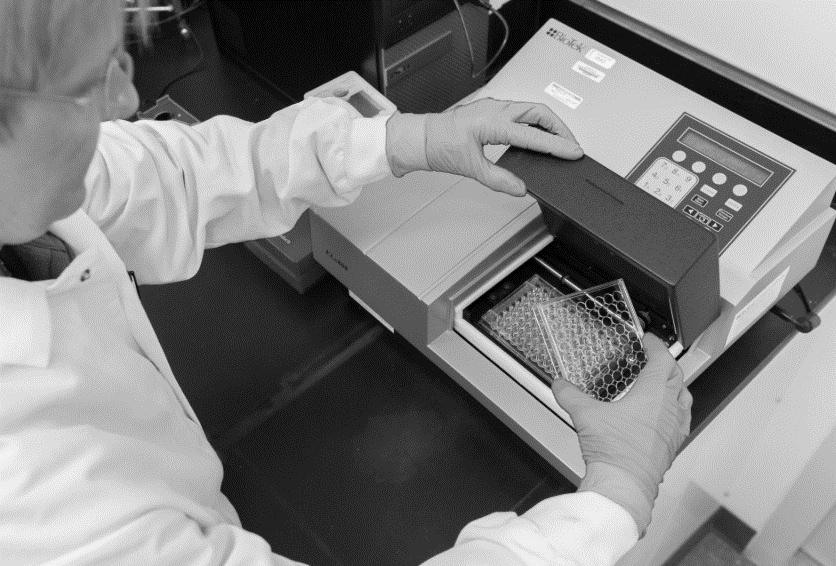
How did others suggest you improve your day?

Write a definition of quality here:

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Quality Control

Quality control – detecting faulty output



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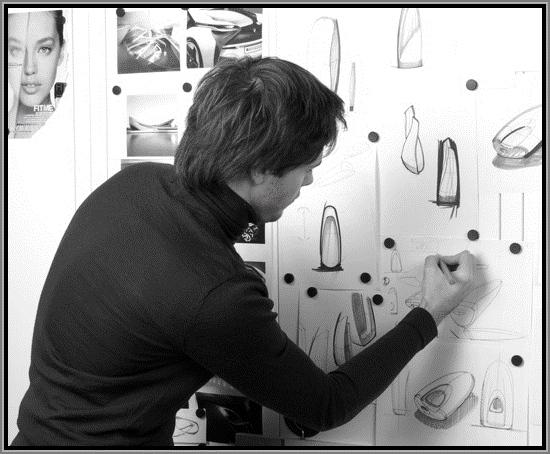
Examples of quality control

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Cinema\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Restaurant\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Quality assurance



Quality assurance – quality designed in

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Quality Assurance – quality built in

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Quality control vs Quality assurance

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| Quality control | Quality assurance |
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Total Quality Management (TQM)

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TQM – reducing waste

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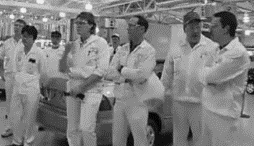
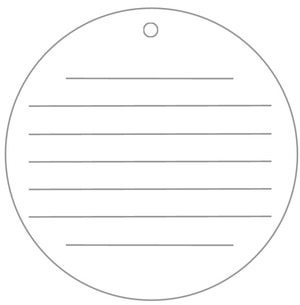
TQM – impact of inputs on quality

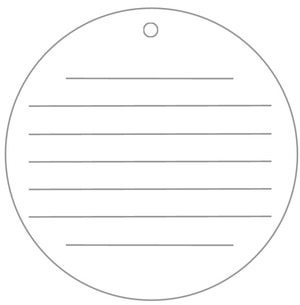
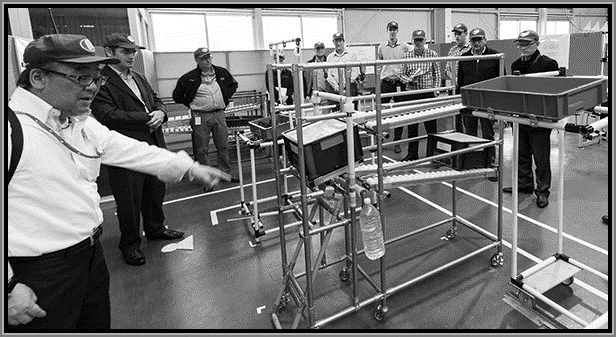
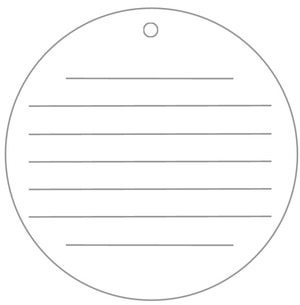
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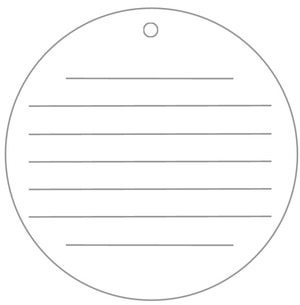
Advantages and disadvantages of the TQM system

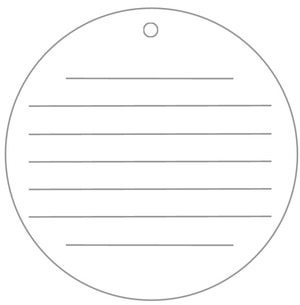
|  |  |
| --- | --- |
| Advantages | Disadvantages |
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Quality circles



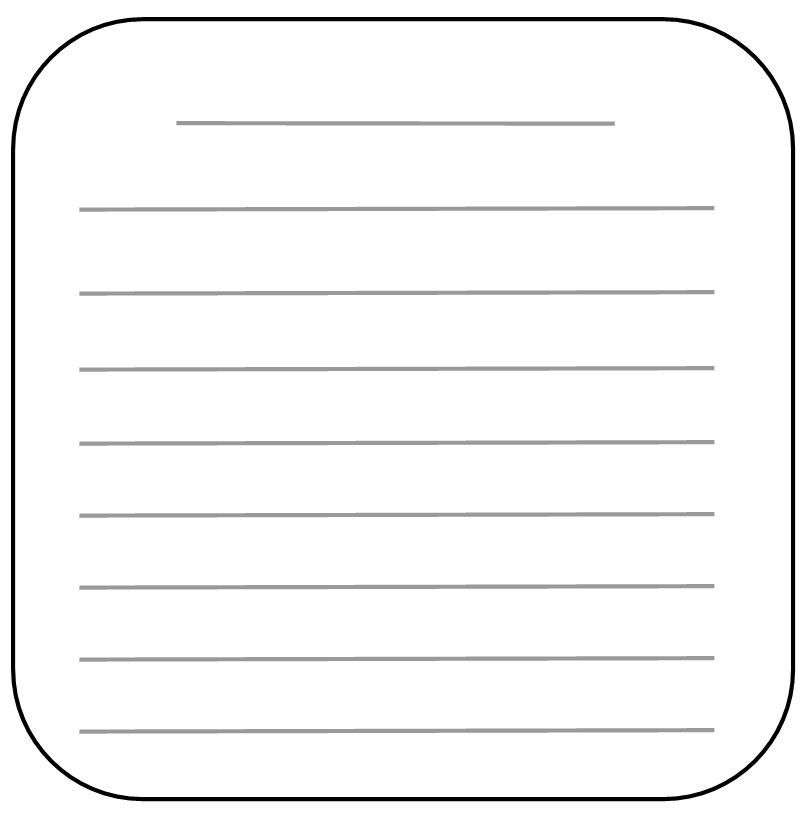


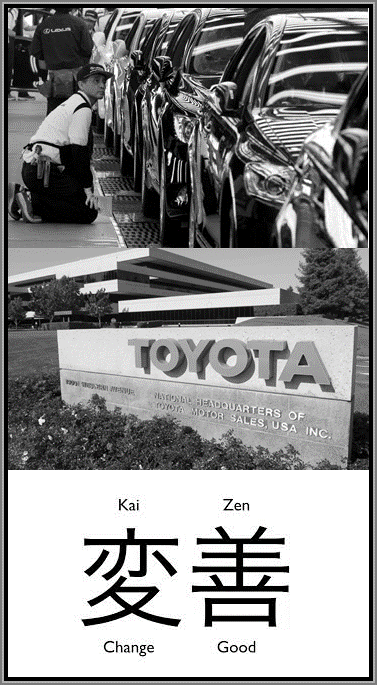


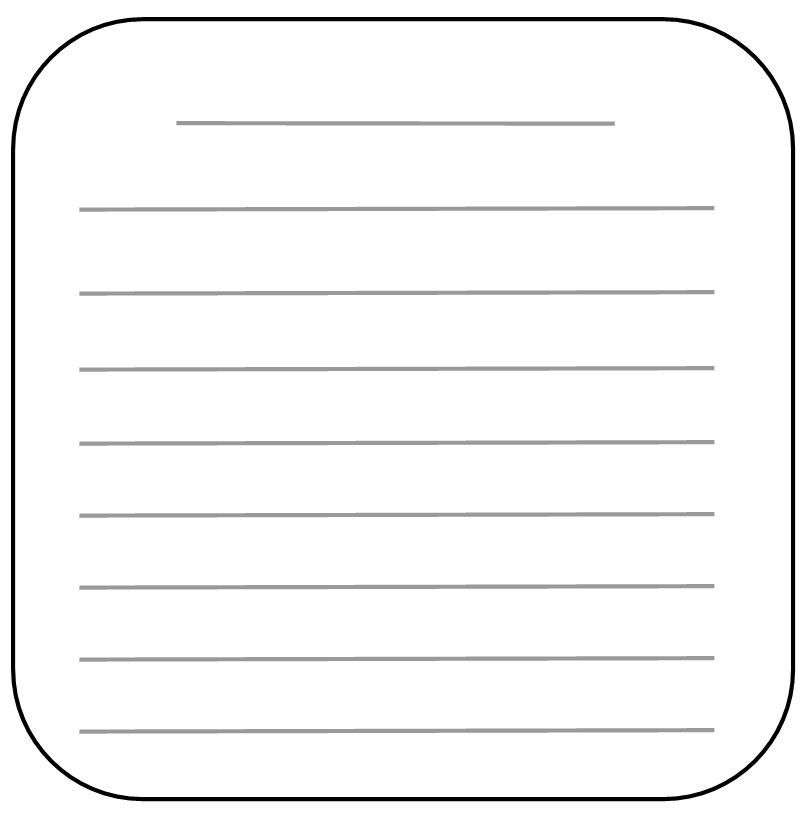


Kaizen

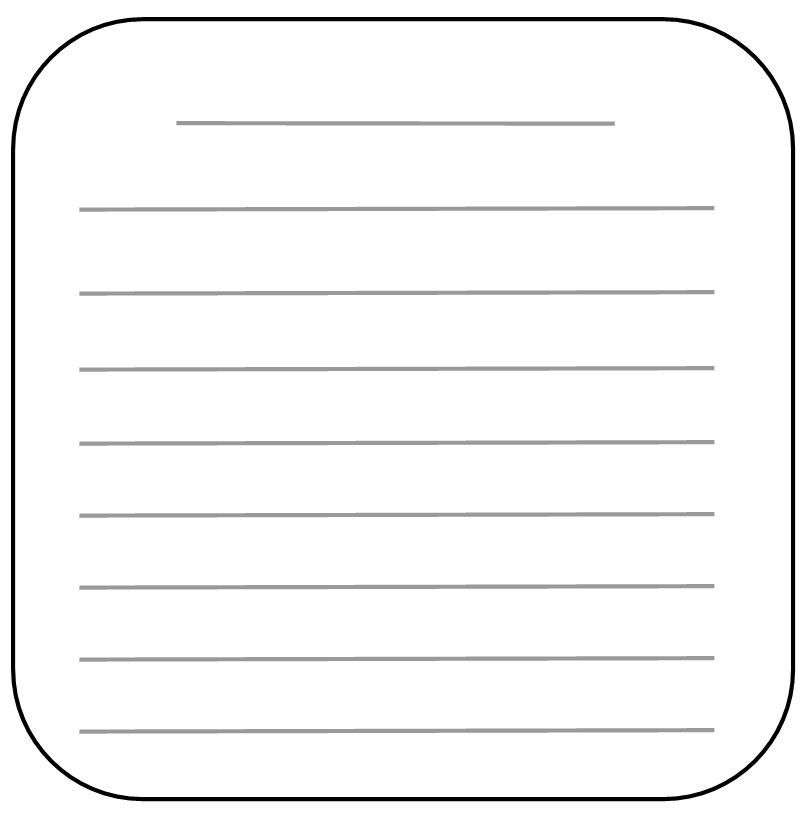


  
Kaizen - A Japanese approach to management

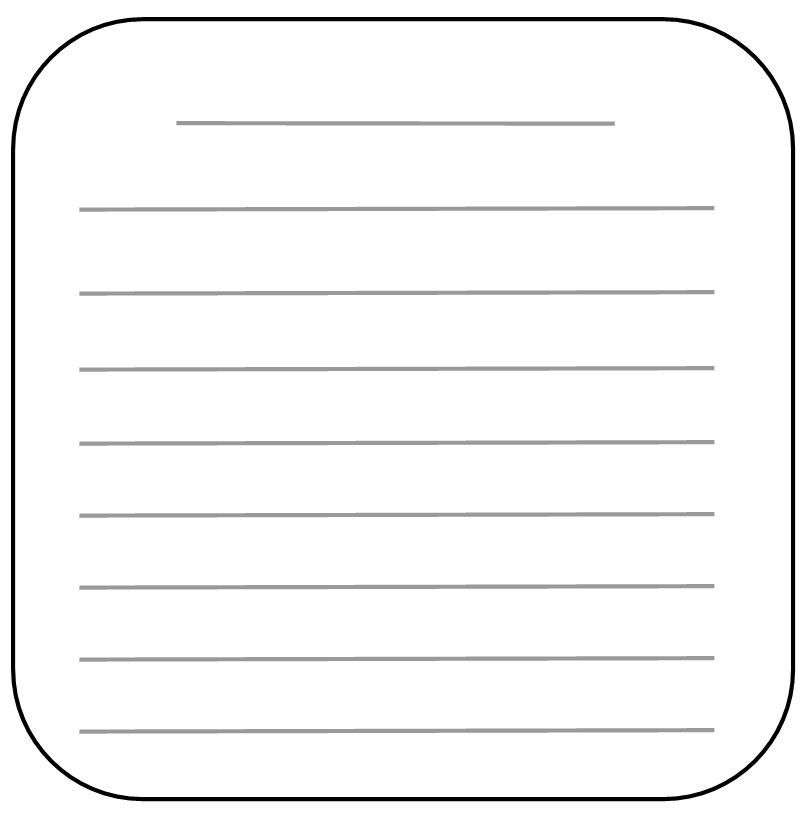


Kaizen – improvements based on small changes



Kaizen – responsibility of every employee



**Competitive advantage from quality management**

