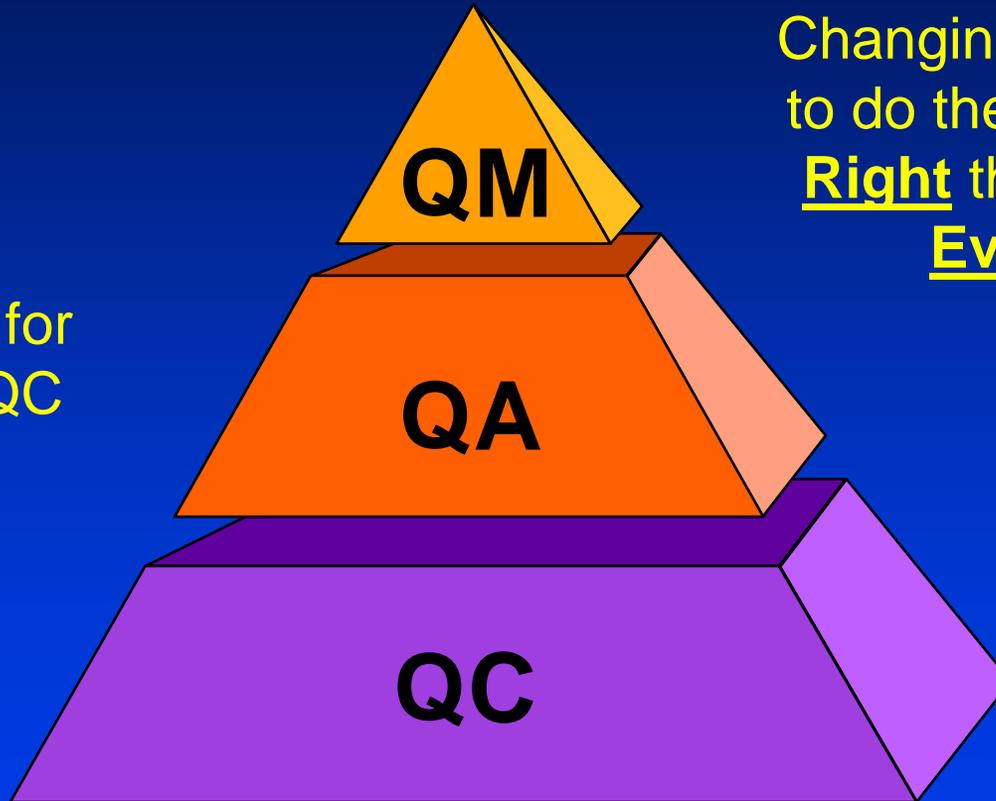


Quality Management Introduction

THE ROAD TO QUALITY MANAGEMENT

Strategies for
Effective QC



Changing Work Habits
to do the Right things
Right the First time,
Everytime

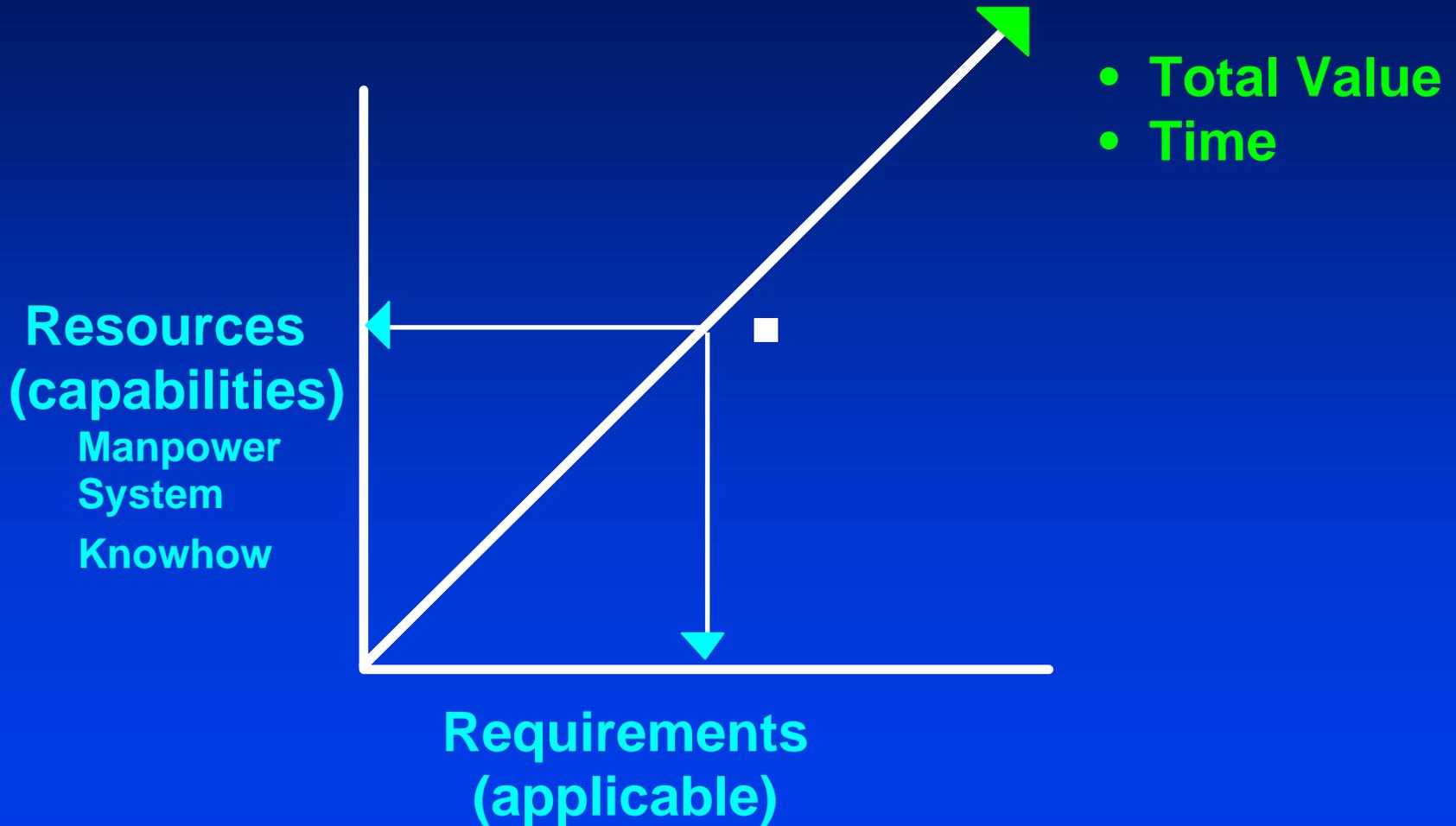
Inspection

QUALITY!!

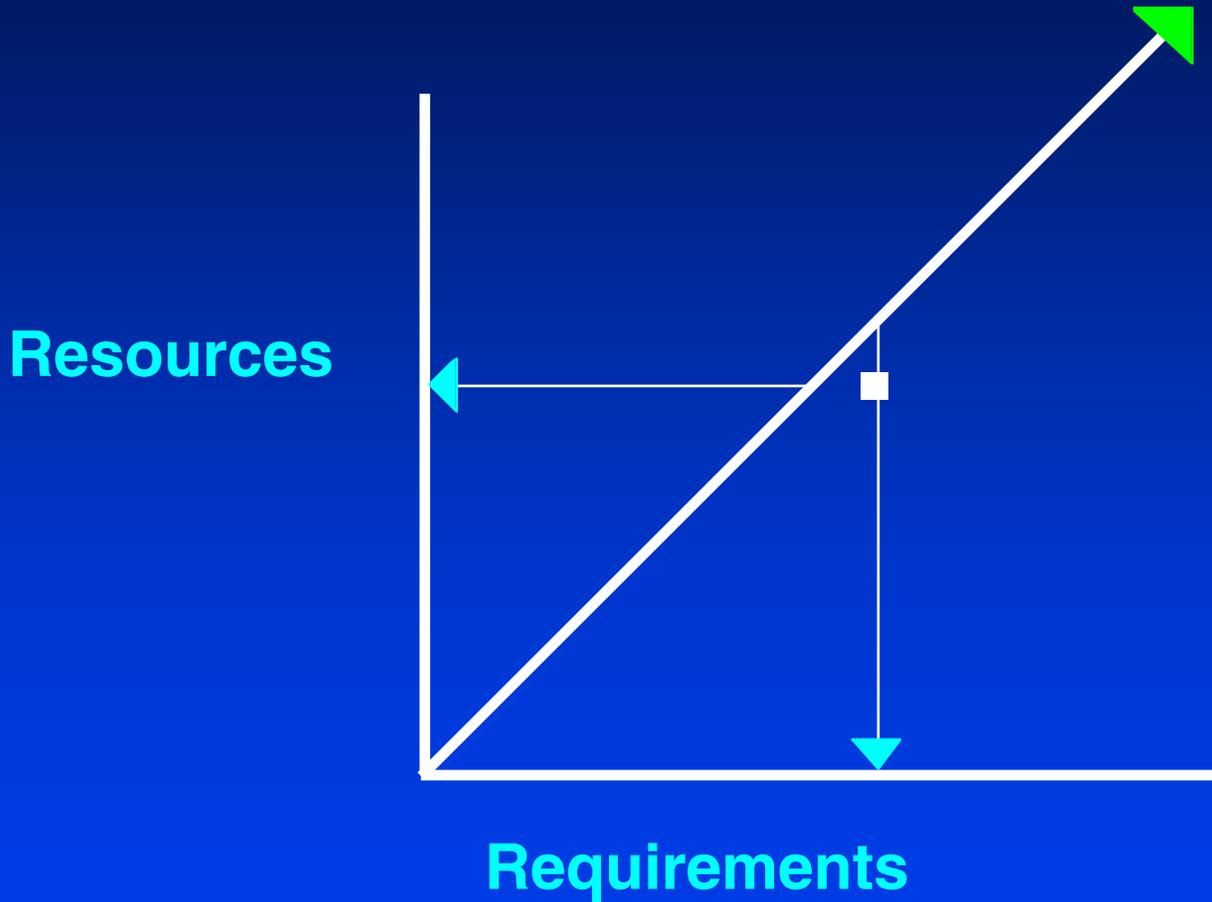


**QUALITY is meeting applicable
requirements at the least cost
(total value) and time within
defined goals and objectives**

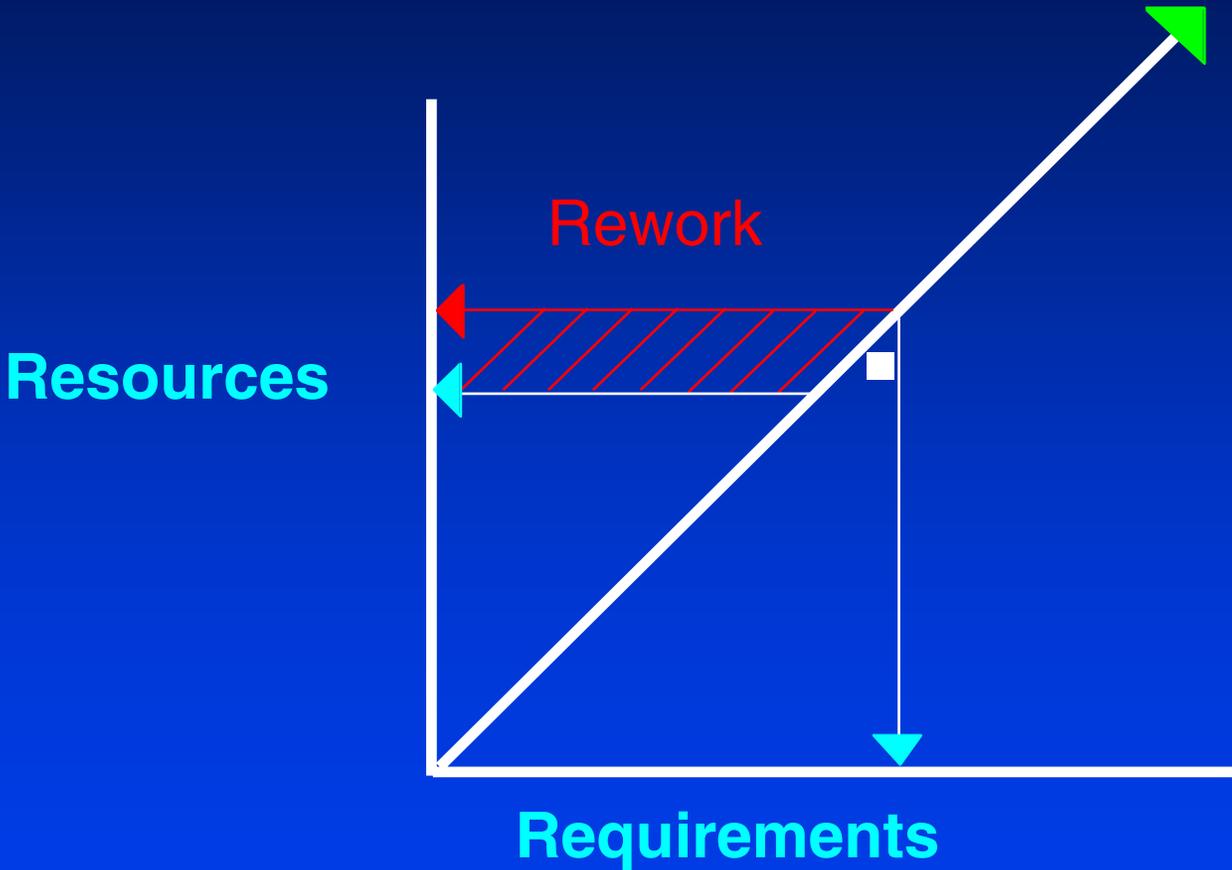
CORPORATE GOALS & OBJECTIVES



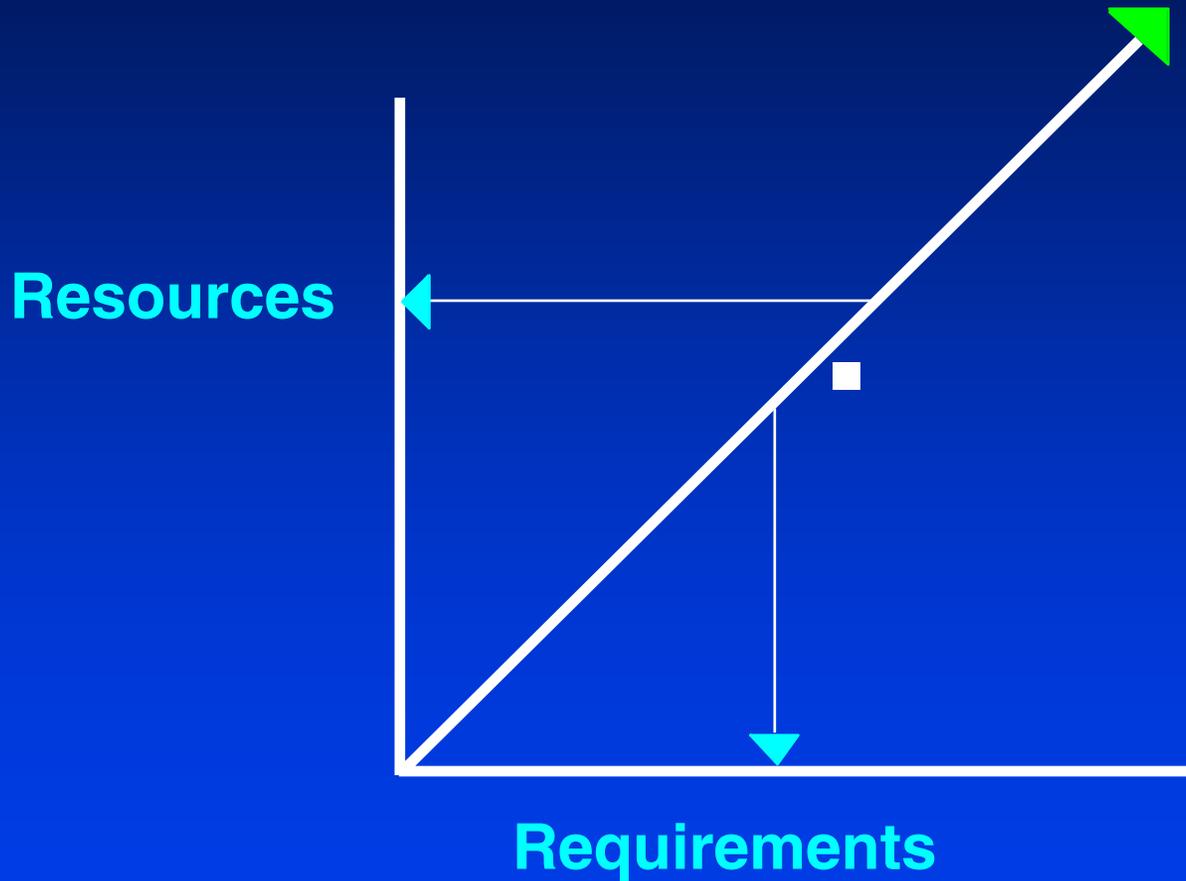
CORPORATE GOALS & OBJECTIVES



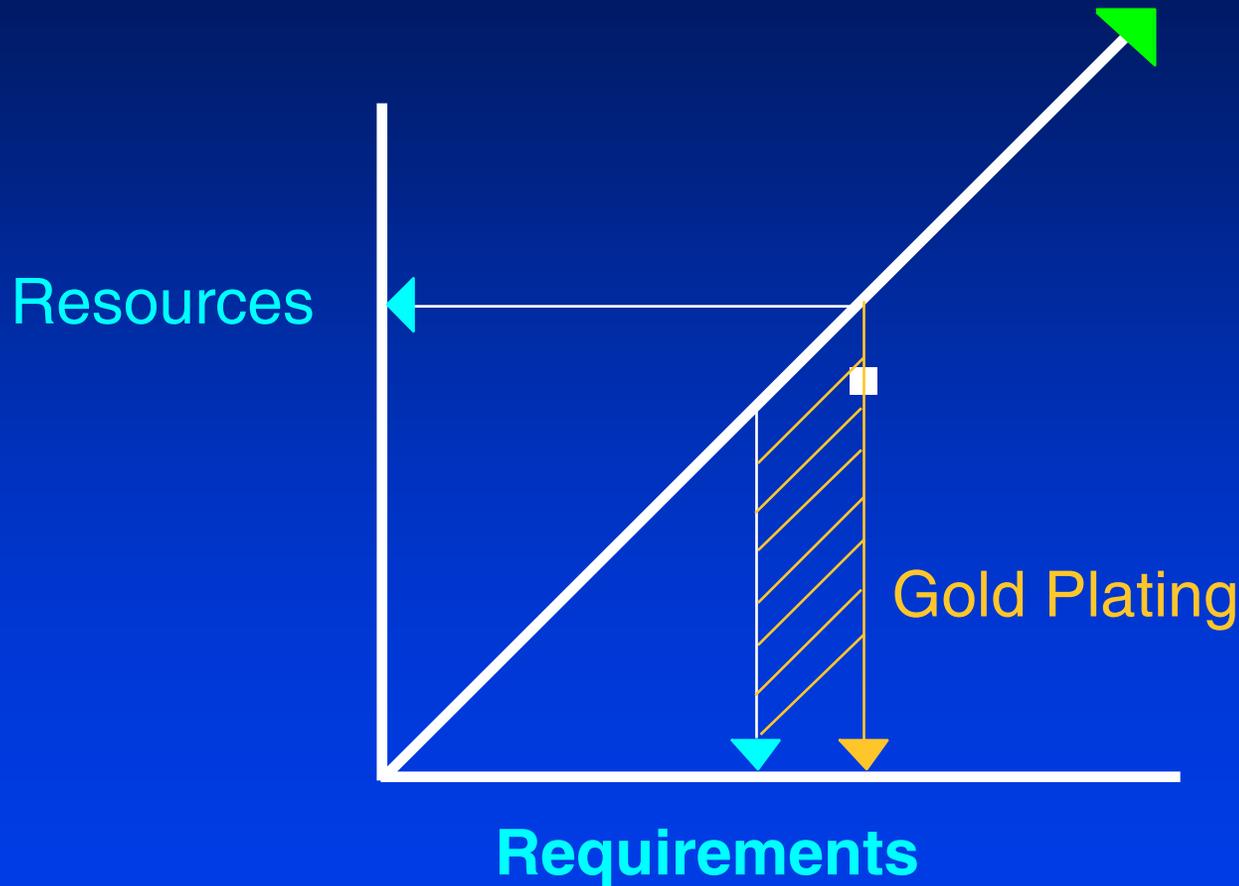
CORPORATE GOALS & OBJECTIVES



CORPORATE GOALS & OBJECTIVES



CORPORATE GOALS & OBJECTIVES

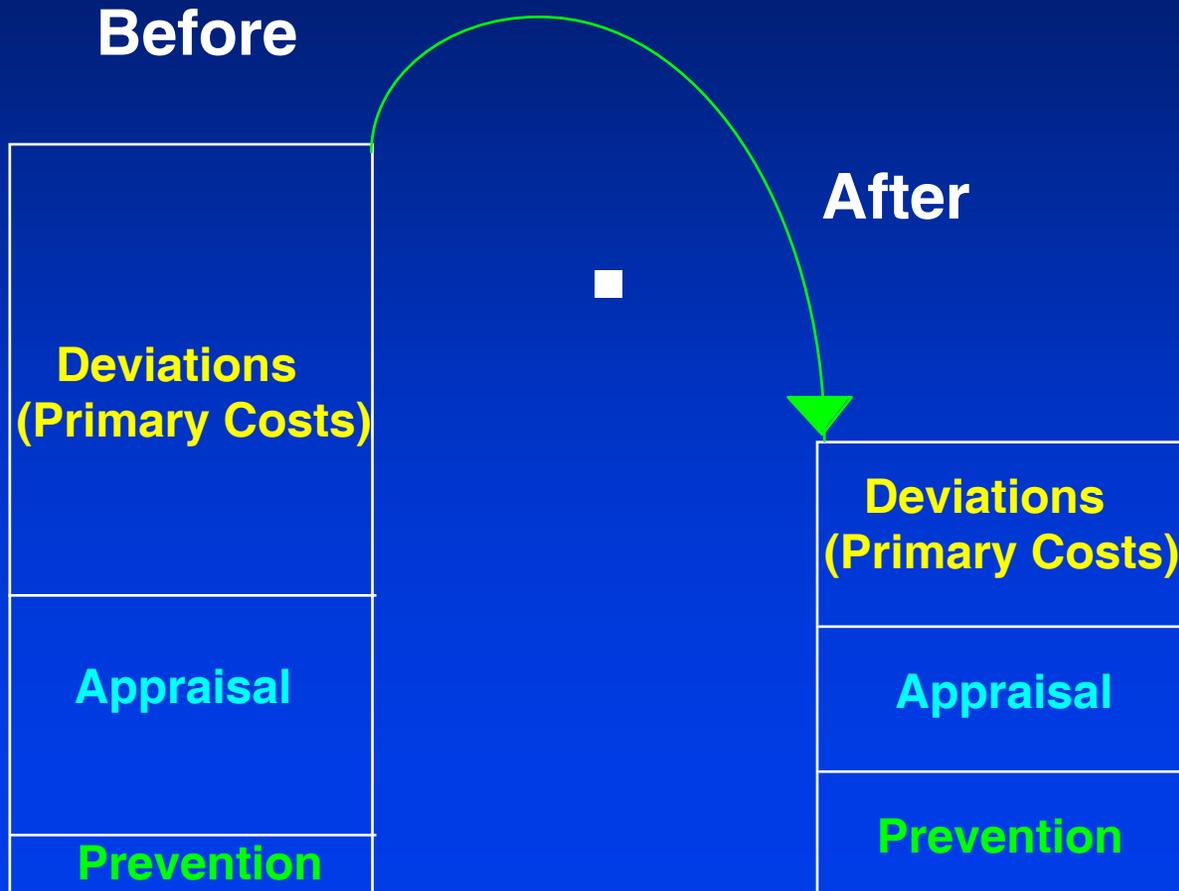


Why should we go for it?

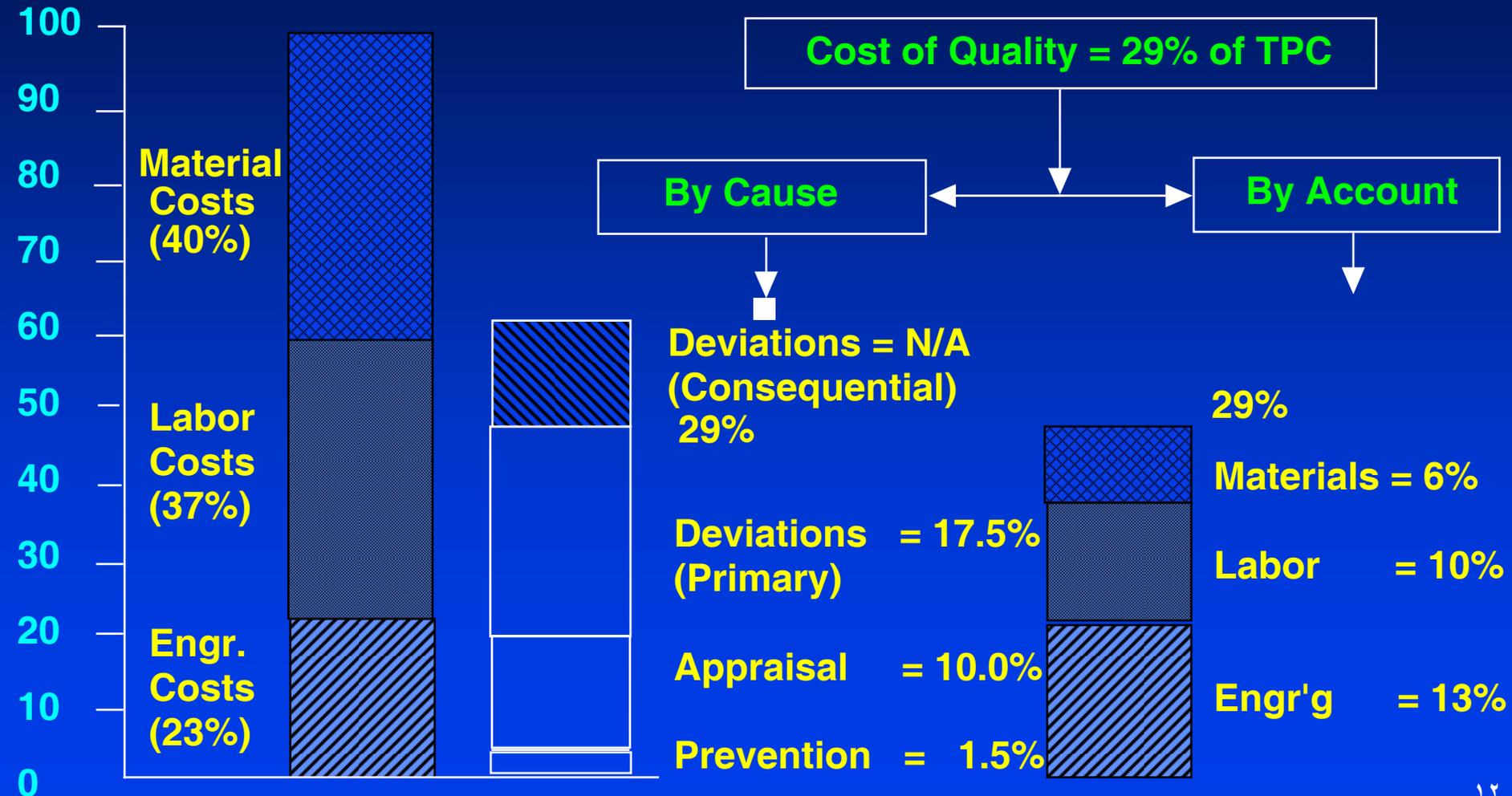


THE COST OF QUALITY

POTENTIAL LONG RANGE REDUCTION



BREAKDOWN OF COST OF QUALITY



TQM IS NOT MAGIC



***TQM has excellent tools,
concepts and techniques
that could help my company
improve.***

***I also know that it will take hard
work to benefit from TQM
concepts, tools, and techniques.***

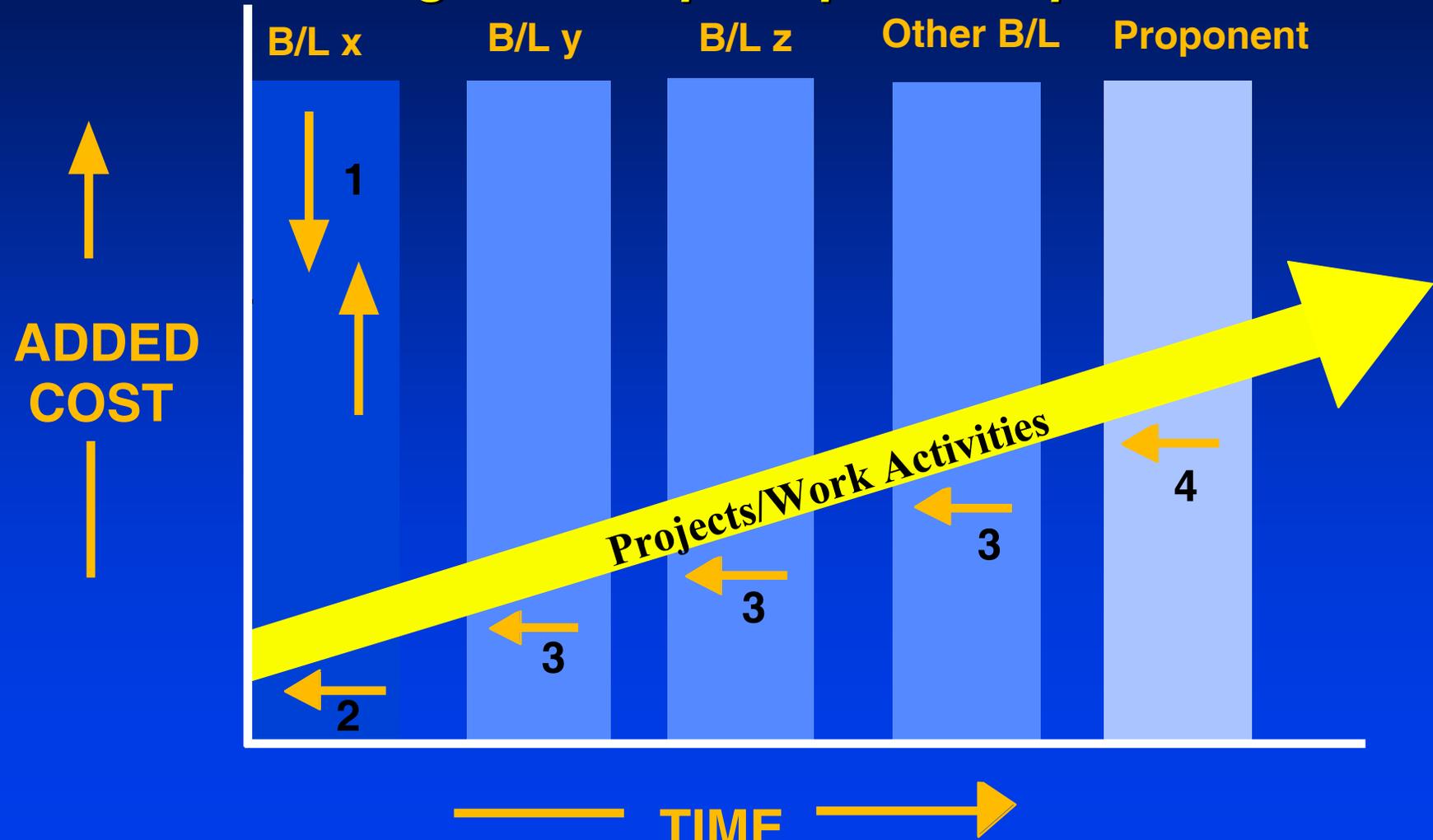


KEY ISSUES

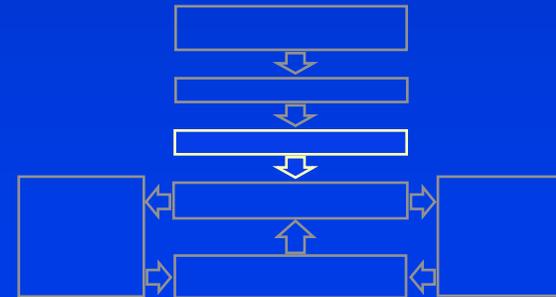
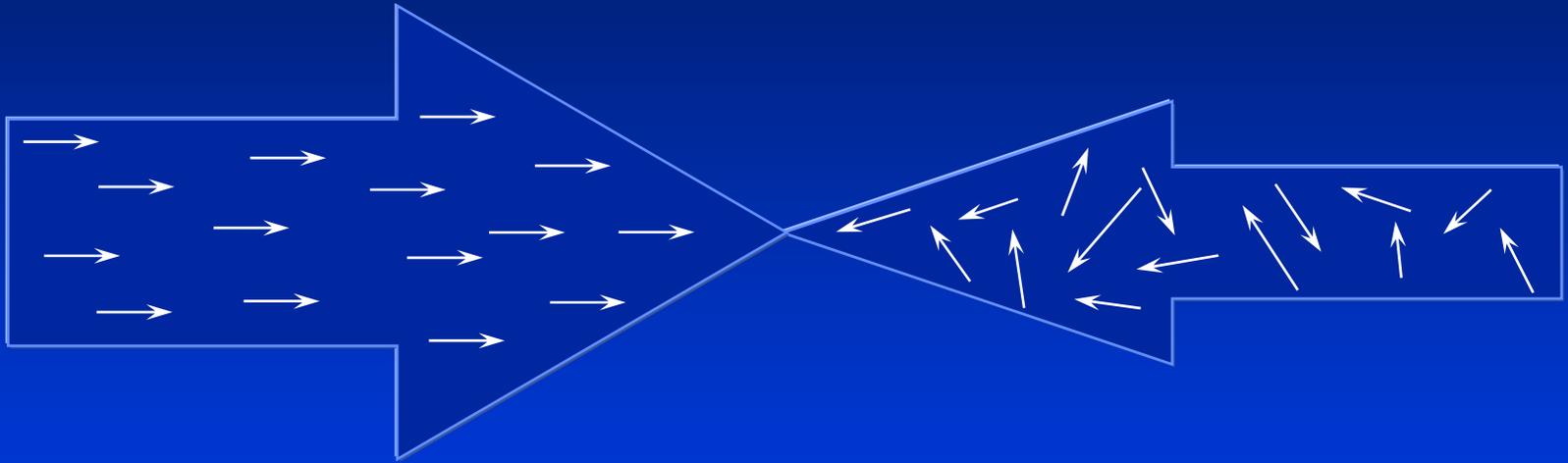
- **Communication**
- **Cross functional Cooperation**
- **Team Work**
- **Mutual understanding and trust**
- **Customer focus**
- **Policies and Procedures (Control)**
- **Empowerment**
- **Accountability**

ROOT CAUSE

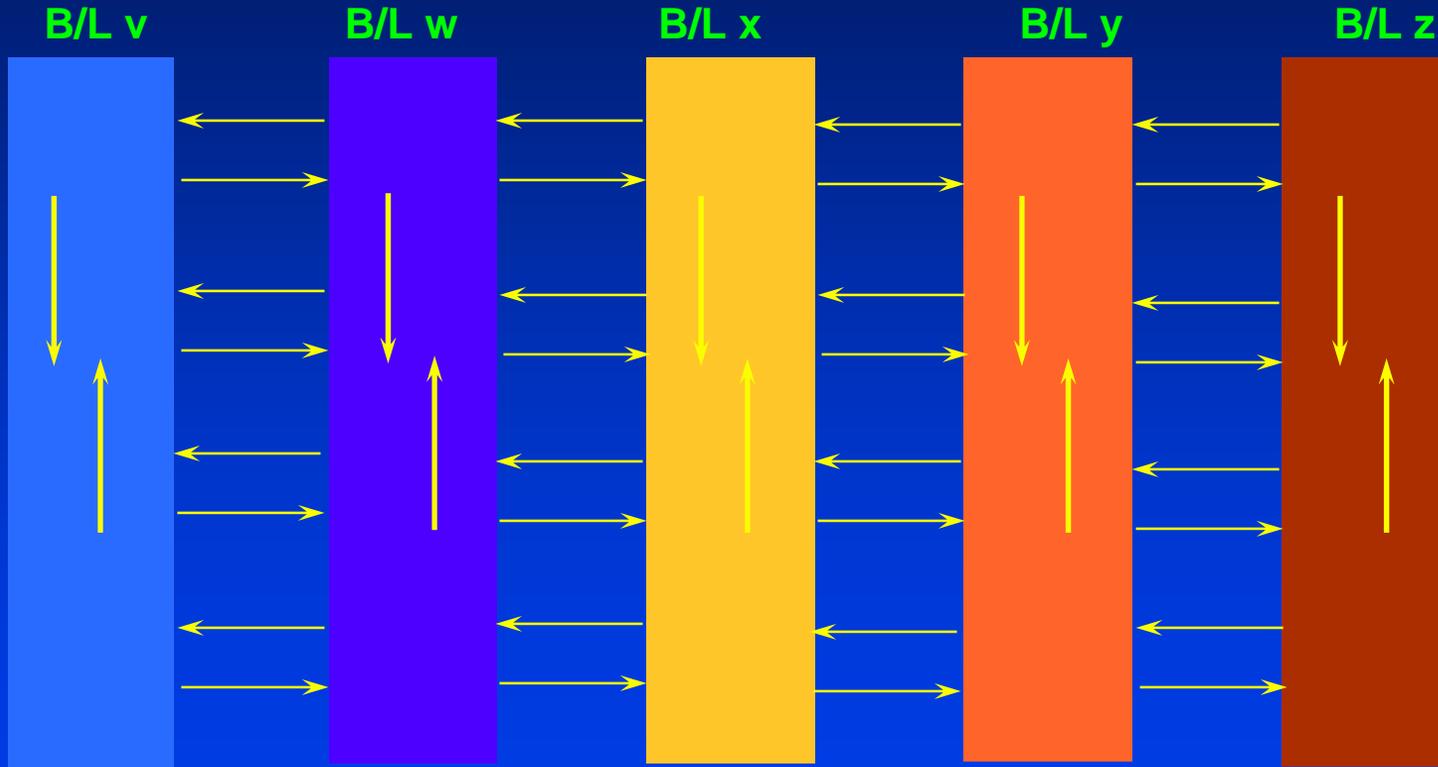
Misalignment in perceptions/expectations



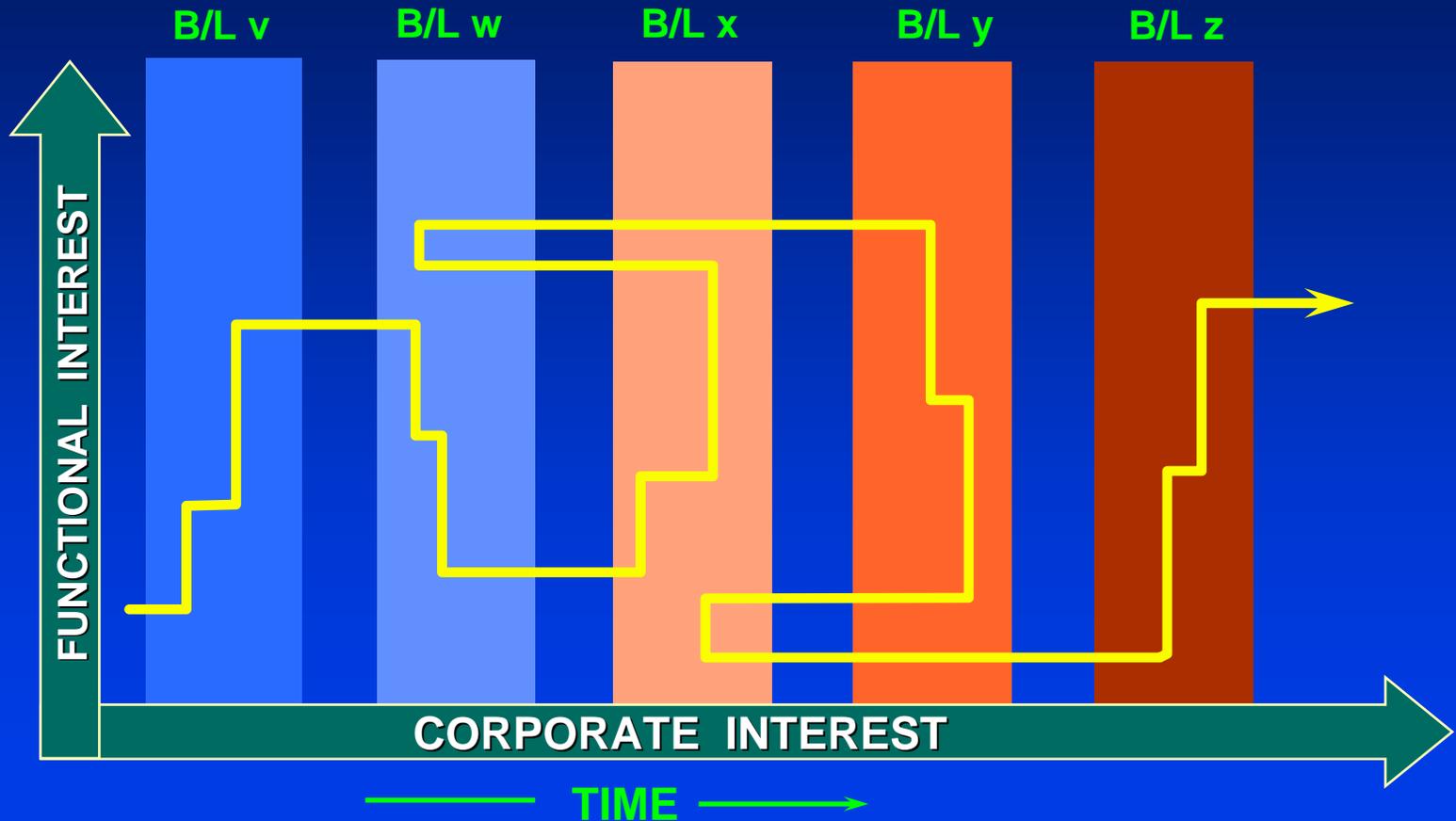
Power of Alignment



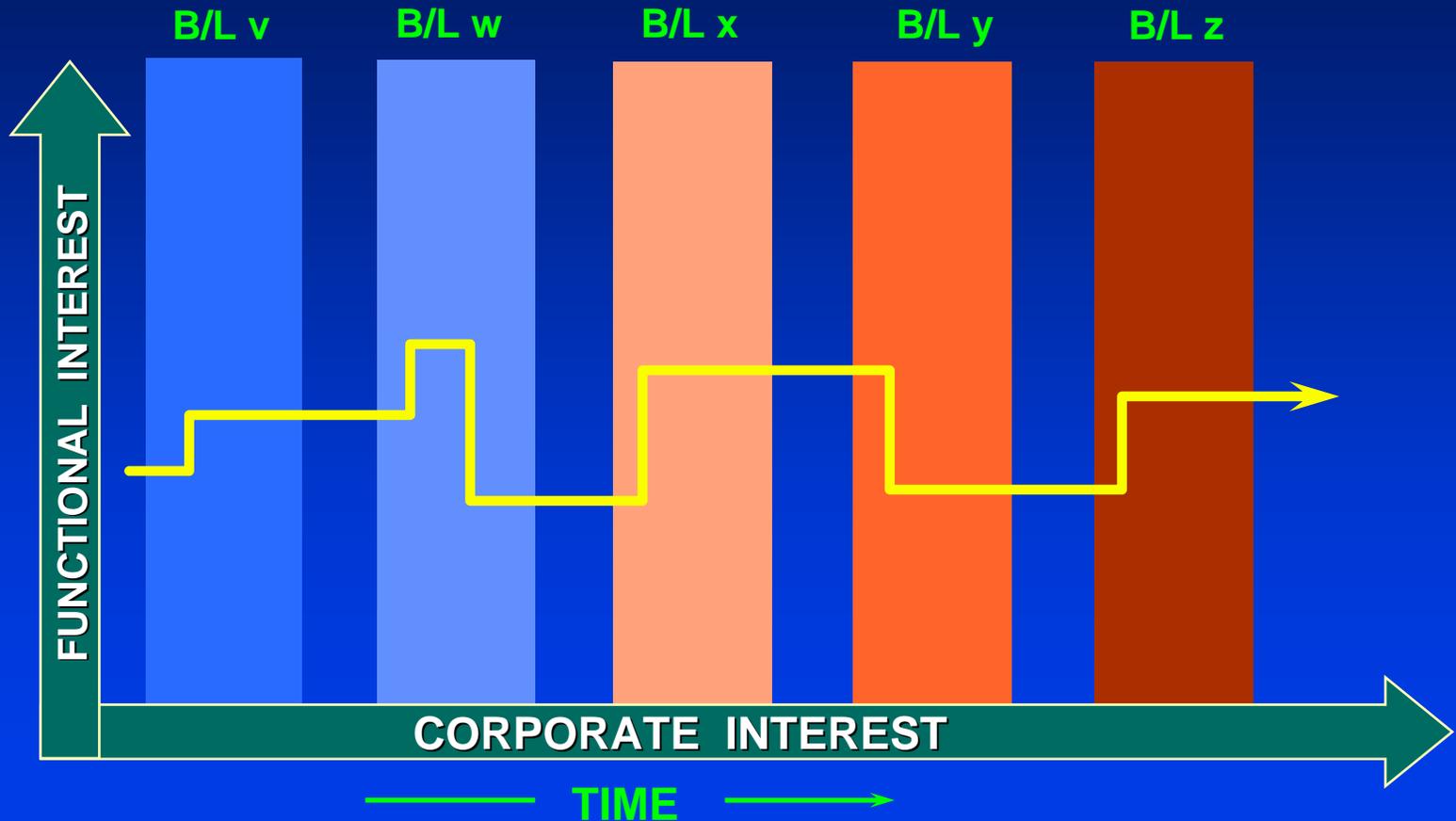
Misalignment: Where Does it Happen !



Improvement Opportunity



Improved Work Process



THE JIGSAW PUZZLE APPROACH



Challenges

Process Acceptance

- **Resistance to Change**
- **Someone Else's Idea**
- **What is in it for me** ■
- **Not Believing that we can Change**
- **Another Fad**
- **Not Believing in the Process**
- **Limited Vision**

Challenges(Contd.)

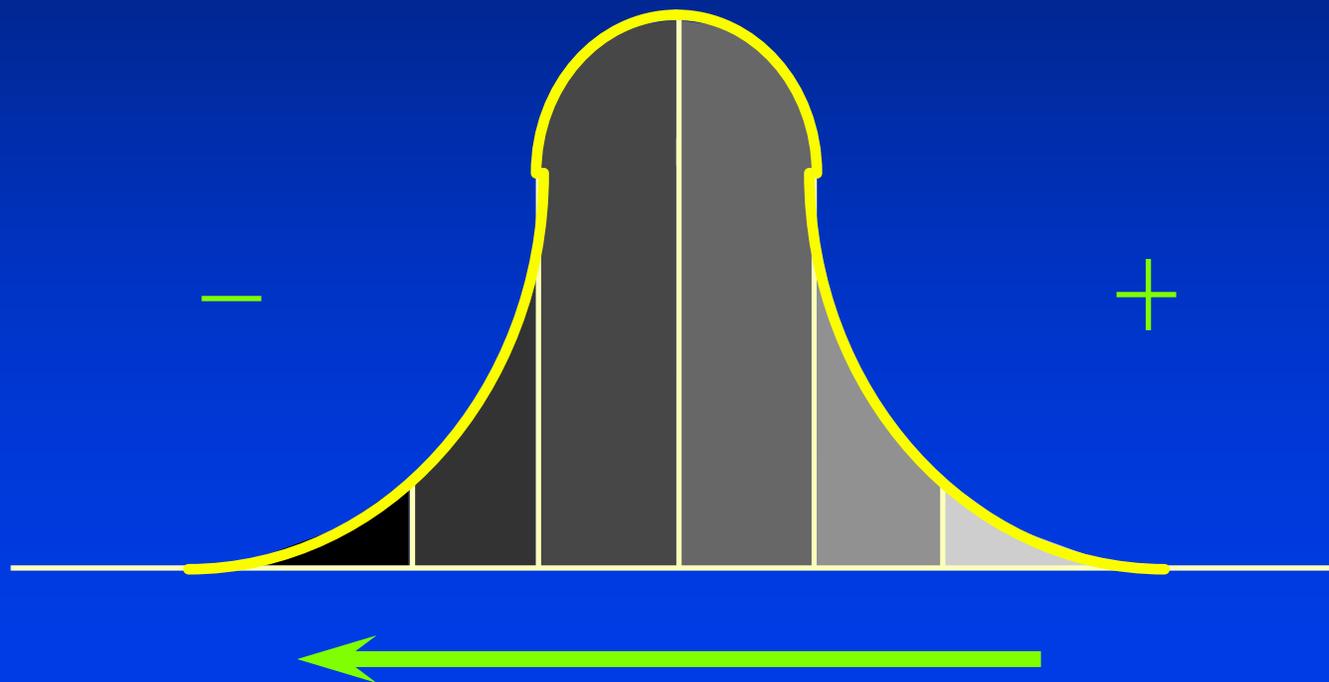
Process Acceptance

- **Being Implemented in One Business Line**
- **Existing Systems**
 -
- **Threat to Existing Efforts**
- **Improvement is Someone Else's Job**
- **Problems Denial**

What Worked for US

- **Top Level Commitment**
- **Customizing the Process to Our Needs**
- **Using Believers to Convert the Non-Believers**

It Was Not Forced



What Worked for Us

- Top Level Commitment
- Customizing the Process to Us
- Using Believers to Convert the Non-Believers
- **The Quality Team were Confident of the Process**
- **Responsibility is with the Line Management**
- **Did not Undermine Line Management Efforts**
- **Quality Team is a Catalyst**

CONCLUSION

CHANGE

- **Status Quo Cannot Continue**
- **There is room for Improvement**
- **Improvement has to be Structured & Organized**
- **Sponsorship has to come from the Top**
- **Change should be developed by Employees**
- **Quality Improvement is a Mind Set**

CHANGE IS IMMINENT

- **ENGINEER IT**
- **PREPARE FOR IT**
- **RESPOND TO IT**

OTHERWISE

BE PREPARED TO



PAY FOR IT