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OVERVIEW OF HOW TO ENHANCE QUALITY FOR BUSINESS EXCELLENCE

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ABSTRACT

In present scenario many investors are focussing productivity, better quality and lower production cost and high quality manufacturing expertise is key for many companies and for the business development a strong supports system of credit, marketing, infrastructure and training is also needed.

In this paper we will study how to increase profit by satisfying the customer's need with best quality possible using a minimising value added process, when the customers want it.

Key words: MSMEs,NGOs,QCD,QC,QA,SQC,TQM,QMS,ISO,QMS,R&D

Aim and objective of this paper:-

- To guide investors for quality products
- To motivate manufacturers to focus on quality.
- To findbest opportunity for identification of appropriate technology.
- To create awareness about industry structure before starting business.
- To promote micro, small and medium enterprises (MSMEs).
- To enhance the entrepreneurial and managerial skill.

I. INTRODUCTION

when we talk about manufacturing strategies,manufactures think make –to-stock, and make-to-order or doing whatever is required in order to carry out improved efficiency.

For effective manufacturing, normally takes several years to develop.It required supports and coordinated efforts of many people throughout an organization. In present scenario balancing between price,quality,speed and flexibility plays a important role to the manufactures.

II. BASIC MANUFACTURING TOOLS

For any types of business, there are three basic business tools (QCD)

1) Quality (Q):-Quality improvement
2) Cost(C):- cost reduction
3) Delivery (D) on time

III. QUALITY & QUALITY MANAGEMENT

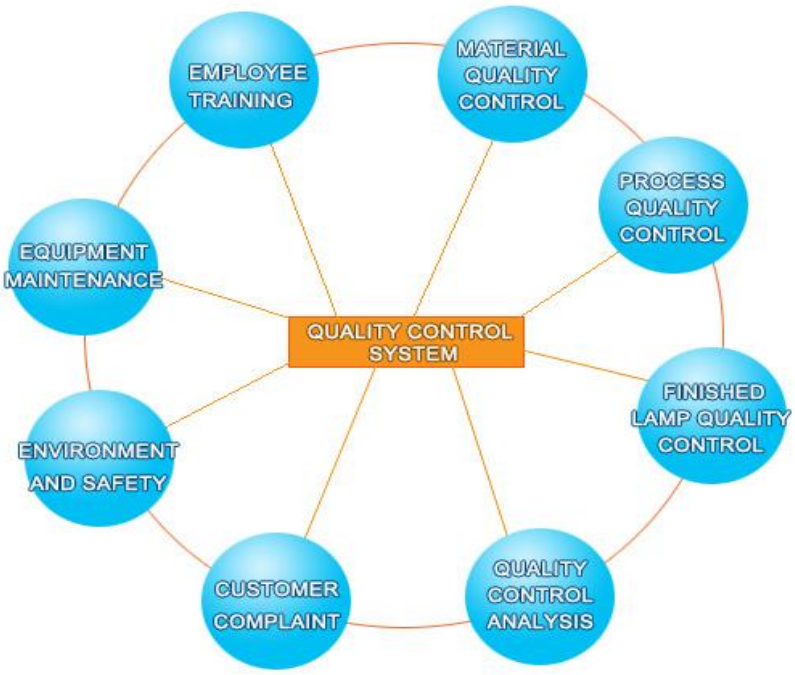
- Quality Control (QC)
- Quality Assurance (QA)
- Quality Circles
- Statistical Quality Control (SQC)
- Total Quality Management (TQM)
- Quality Management System (QMS)
- Six Sigma

3.1 Quality

- Quality is fitness for USE
- Use depends on USER
- User changes his / her VIEWS as technology changes.
- Therefore, R & D must keep Quality in the product.

3.2 Quality (Definition)

Products / services that totally satisfy our customer needs and expectations in every aspect on a continuous range .

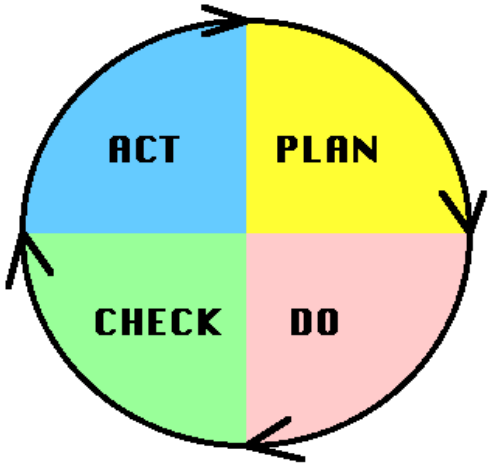


"PEOPLE ARE KEY TO QUALITY"

- Man is important to Quality.
- Material, Machines, Methods are secondary resources to maintain Quality.
- Man's ATTITUDE is MOST IMPORTANT to quality / quality product manufacturing.

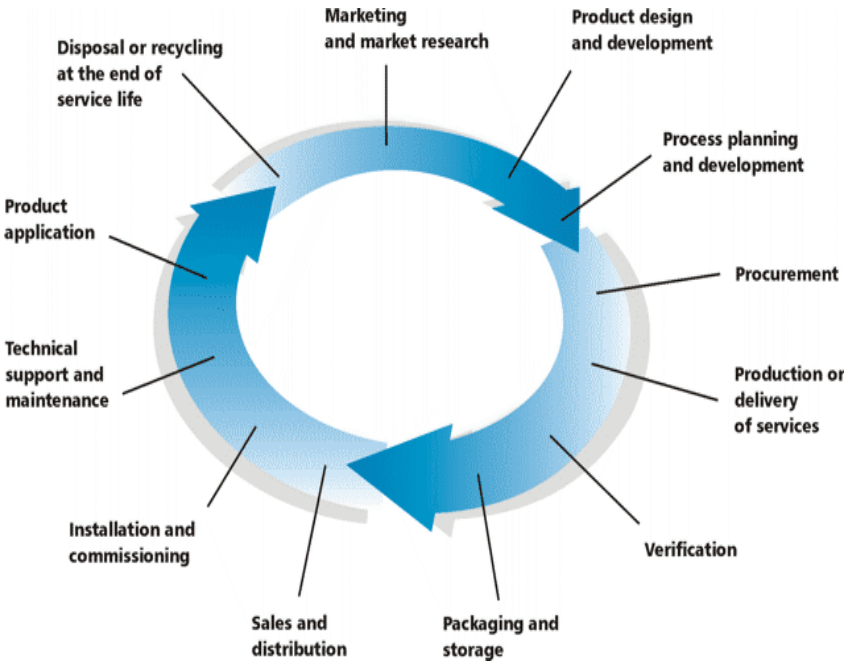
  Attitude to do the work is most important , if so,then automatically work will improve.

- Mistakes are natural.
- If we take corrective actiononly then we can avoid mistakes.
- If we think and analyze the situation then we can find that employee / people are guilty.
- All the defects in design, system, inspection, machines ,material etc will come due to Man's mistake.
- MAN is KEY to QUALITY.
- Therefore,man's skill is MOST IMPORTANT.
- Mistakes are made by us so mistakes should be corrected by us.
- ATTITUDE of people should be changed towards QUALITY.
- "QUALITY means RESPECT
- Quality Assurance



Deming Cycle

3.3 Total Quality Management (TQM)



3.4 Total Quality Management (TQM)

IV. RESOURCE MANAGEMENT IN AN ENTERPRISE

In every process we use four kinds of Resources:-

Material

Machines

Men

Methods

- During manufacturing of FERRARI Car it is true that: only one defective engine casting found out of fifty castings during critical quality check in manufacturing of V -12 Engine.
- only one defective chassis found out of 100 chassis during critical quality check.

Steps to nurture a quality Business:-

- Read the Market
- Better Ideas can be ahead of their time
- Customize/mold to quality according to market needs
- Shares the idea to colleagues investors
- Continuous feedback from customers/consumers etc.
- Compare our products with Standards products in regular interval of time.

V. THE STRUCTURE OF THE ISO 9001:2000 QUALITY MANAGEMENT SYSTEM

Quality management system

- General requirements
- Documentation requirements
- Quality manual
- Control of documents
- Control of records

- Management responsibility
- Management commitment
- Customer focus
- Quality policy

✓ Planning
✓ Quality objectives
✓ Quality management system planning
✓ Responsibility, authority and communication
✓ Responsibility and authority
✓ Management representative
✓ Internal communication
✓ Management review
✓ General
✓ Review input
✓ Review output

❖ Resource management
❖ Provision of resources
❖ Human resources
❖ General
❖ Competence, awareness and training
❖ Infrastructure
❖ Work and environment

✓ Product realization
✓ Planning of products realization
✓ Customer-related processes
✓ Determination of requirements related to product
✓ Review of requirements related to product
✓ Customer communication
✓ Design and development
✓ Design and development planning
✓ Design and development inputs
✓ Design and development outputs
✓ Design and development review
✓ Design and development verification
✓ Design and development validation
✓ Control of design and development changes

➢ Purchasing
➢ Purchasing process
➢ Purchasing information

- Verification of purchased products
- Production and service provision
- Control of Production and service provision
- Validation of processes for Production and service provision
- Identification and traceability
- Customer property
- Preservation of product
- Control of monitoring and measuring devices
- Measurement, analysis and improvement
- Monitoring and measurement
- Customer satisfaction
- Internal audit
- Monitoring and measurement of processes
- Monitoring and measurement of product
- Control of non-conforming product
- Analysis of data
- Improvement
- Continual Improvement
- Corrective Action
- Preventive Action

VI. **ADVANTAGES OFENHANCING QUALITY**

- Every successful quality manufacturers brings about benefits not only for him-self but for the society, region or country as a whole.
- Long term Enormous personal financial gain
- Self-satisfaction and flexibility towards work
- Quality has no finish line, hence more challenge give more growth.
- Encouragement of the processing of local materials into finished goods for domestic consumption as well as for export
- Income generation and increased economic growth
- Healthy competition thus encourages higher quality products
- More goods and services available
- Development of new markets
- Promotion of the use of modern technology in small-scale manufacturing to enhance higher productivity
- Encouragement of more researches/ studies and development of modern machines and equipment for domestic consumption
- Development of entrepreneurial qualities and attitudes among potential entrepreneurs to bring about significant changes in the rural areas

- The ability to have great accomplishments
- Reduction of the informal economy
- Persuasive ability
- Networking
- Goal setting

VII. ABOUT MSME

- Micro
- Small and
- Medium
- Micro, Small & Medium Enterprises - The Engine of inclusive growth & development
- Worldwide, the micro and small enterprises (MSEs) have been accepted as the engine of economic growth and for promoting equitable development. The MSEs constitute over 90% of total enterprises

Micro Enterprises:-

- Investment in fixed assets in plant and machinery up to Rs.25 Lacs in manufacturing sector.
- Investment in fixed assets in plant and machinery does not exceed Rs.10 Lacs in service sector.

Small Enterprises:-

- Investment in fixed assets in plant and machinery is more than Rs.25 lacks but does not exceed Rs.5 crores in manufacturing sector.
- Investment in fixed assets in plant and machinery is more than Rs.10 lacks but does not exceed Rs.2 crores in service sector

Medium Enterprises:-

- Investment in fixed assets in plant and machinery is more than Rs.5 Crore but does not exceed Rs.10 Crore in manufacturing sector.
- Investment in fixed assets in plant and machinery is more than Rs. 2 Crore but does not exceed Rs. 5 Crore in service sector.

VIII. CONCLUSION

- Good quality manufacturers create more employment than their counterparts, relative to their size. Hence for the development of our country, we have to organizesworkshops/special lectures/seminars between manufacturers,especially for our Micro Small Medium Entrepreneurs and try to converts these manufacturers into the quality manufacturers.
- NGOs, Government cum private agencies can teach quality education and awareness among investors.
- Large manufacturers guide small and medium investors towards quality.
- Consumers/costumers can be emphasizing on the use of quality products.
- Investment can also be done on Research and Development from root to top level.
- Improve Quality assurance and quality control from raw material to finished products. .

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