

## **A study of recent trends in implementing holistic quality standards**

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### **Abstract**

Evolving trends in business and in particular; production and operations management has made it absolutely indispensable for firms to shift their prime focus from mere price wars to quality orientation. In this regard, it is essential to throw some light on evolving quality trends along with the paradigm shift of the concerned firms on this. The present study highlights some basic concepts of quality and the evolution of quality standards.

**Keywords:** paradigm, prioritize, management, indispensable

### **1. Introduction**

#### **1.1 Concept and Meaning of quality and quality control**

Quality can be referred as customer satisfaction which has nil or zero effects. It also tells that the things which is executed for the first time in a right way.

#### **Concept of quality**

The concept of quality mainly concentrates on quality control, quality assurance, quality management, total quality management, and ISO system.

#### **Quality control**

Quality control is a process which reviews or gives ratings to the quality which has involved all the cost of production as per the requirements.

#### **Definition of quality control**

According to Margaret Rouse quality control is defined as "It is a procedure or set of procedures intended to ensure that a manufactured product or performed service adheres to a defined set of quality criteria or meets the requirements of the clients or customer".

#### **It has an approach which 3 main aspects**

- Job management properly defined and managed process with proper integrity and identification of all records which are maintained.
- Knowledge competency, skills, experience, and qualifications.
- Within the organization it concentrates on integrity, work culture, team spirit, motivation, incentives with regards to quality relationship within the employer and employee.

Inspection is an important aspect in quality management. It majorly concentrates on physical certification of stocks with damages such as cracks, surface demolish.

#### **History and Introduction about quality:**

Early stone tools such as anvils had no holes and were not designed as inter changeable parts. Mass production established processes for the creation of parts and systems with identical dimensions and designs, but these processes

are not uniform and hence some customers were unsatisfied with the result. Quality control separates the act of testing product release, which may be determined by fiscal constraints. For contract work, particularly with awarded by government agencies, quality control issues are among the top reasons for not renewing a contract.

The simplest form of quality control was a sketch of the desired item. If the sketch did not match the item, it was rejected, in a simple go/ no go procedure. However, manufacturers soon found it was difficult and costly to make parts be exactly like their depiction; hence around 1840 tolerance limits were introduced, wherein a design would function of it's parts were measured to be within the limits. Quality was thus precisely defined using devices such as plug gauges, and ring gauges. However, this didn't address the problem of defective items, the cost of production, as does trying to reduce defective rate. Various methods have been proposed to prioritize quality control issues and determine whether to leave them unaddressed or use quality assurance techniques to improve and stabilize production.

#### **There are 4 methods of quality control**

- **Quality assurance:** It concentrates on development, design, production, servicing, and production. It mainly concentrates on production, materials, inspection, assembly, and other related areas.
- **Failure testing:** It tells that testing of a product until it falls under different situations as temperature, humidity, and vibration They mainly concentrates on weaknesses of a product.
- **Statistical quality:** it is concerned with manufacturing units. It randomly takes samples for testing of a product.
- **Company quality:** with the help of quality improvement with concerned to other departments new product or service will be emerged
- **Total quality control:** it is concerned with decrease in the sales with proper implementation of statistical quality control techniques.

#### **Quality circle**

Quality circle is a group of person who meets at a regular intervals and perform some similar tasks in the organization

and they identify, analysis and solve work related problems by giving alternative solutions.

The main objective of quality circle is to productivity, safety, cost reduction and to enhance creativity within the employees. It helps in smooth functioning and maintains the good relationship within the organization.

**2. Review of literature**

**1. Quality control methods for product reliability and safety**

The main objective of the study focused on quality, reliability and safety with regards to product assurance. In order words paper concepts of novel approaches of quality control of products robust against to uncertainties are proposed which enable to increase product reliability and safety operation. Finally the paper concluded with the methods based on parameters estimation can be applied for simple linear relationship with outputs and nonlinear with threshold relationships.

**2. Quality assurance**

The main objective of the paper focused on quality requirements. The quality system must be commensurate with company business objective and business model in order to ensure it with adequacy, suitability, effectiveness and efficiency of quality system. Finally it concluded as customer satisfaction and loyalty made operational results as an opportunities with an better results, by motivating the employees towards quality policy by building an confidence where in it enhances efficiency and effectiveness of company.

**3. Recent trends in quality management**

- Supplier specific quality standards of the highest levels: Specific quality standards of highest levels supply chain management with regards to quality gives a brief description about the product which not only reaching the ultimate customer but also providing healthy environment within and outside the organization which assures best quality supply chain management and quality management, it starts from product development till customer satisfaction.

Both total quality management and supply chain management play an effective role in an organization where in both the objective is to meet customer satisfaction. The major comparison of total quality management and supply chain management are TQM focused on integrating at all the levels with quality improvement and customer satisfaction. SCM tells about the integrating part of customers which helps in timely delivery of goods and services. With this both of its have their own advantages and disadvantages. Some issues related to TQM and SCM are TQM deals within the organization SCM deals at external level. Finally the conclusion of the study tells that all the level of management are responsible for the attainment of customer satisfaction proper understanding should be done in order to know the customer demands, needs and wants. Then organization should be in a position of multitasking method.

- Change management for higher consistency in work process: change management certainly tells that any new product line or new product is introduced in a

market at that time if there is a change in a management level which has an influence about the organization as well as quality of product. Change in management with product demand has a great influence at a short duration. Quality acts as a link between product and management by various means

- a) Collecting requirements, needs, demands and after sales services about the product.
  - b) Easy approval in a management with accessing the risk associated and to give proper direction or guidelines for a change.
  - c) Proper plan as a source of change with good timely responses and adopt where and when it's necessary with different alternatives.
  - d) with the proper plan execution and verify the change in most important aspect which involves training, control and market feedback of the management process.
- Consistency and continuous evolution in quality management: maintaining a good quality of a product and giving the same consistency at all the times is a vital role of every organization. If there is no Consistency with the maintenance of the quality there it allows to have rework, high cost, delays and lack of customer satisfaction.... For having the consistency with the project quality some of the process need to be undertaken a) defining the quality by which it can be identified the type and size of project with the criteria of current work which should be known to all members b) commitment of quality from the top to low level of management is necessary which should fulfill the objective c) assessing the project requirements by reducing the high cost and providing same level of quality which should fulfill the needs and wants it quality d) proper blue print must be given with maintaining standards is necessary by which it ensure the product assurance with customer expectations e) lesser defects must be seen in product development and defects should be identified and correct it as early as possible from beginning to end of project which leads to reduce rework f) follow up action must be done based on blueprint with documentation and evaluation.
  - Six sigma for continuous business growth: it is a statistical tool based on data approach which helps in improving the quality by eliminating the defects by providing the quality control in each process of manufacturing unit. It is benefited by which it reduces the operational costs associated with the quality of the product which should increase the efficiency, accuracy, policy compliance, control of the product there by providing customer service maintenance of cash flow with proper regularity compliance.
  - Quality department are opting for strategic quality planning: quality is a basic attribute of any process, product or service. The best quality of given to the customer it reflects the greater level of fulfillment of customer, which focuses on needs and wants which enhances customer satisfaction. It is needed to decrease the cost by less defects and risks which increase the efficiency and effectiveness of the product or service thereby giving the consistency in product assurance to the customer.
  - Value of supply – quality management is everywhere: quality is an attribute which is difficult to quantify it.

The value given to the quality had a greater impact to customer and it has a direct relationship between the product, price and quality. Good quality products are always customer centric with huge demand.

#### **4. Findings, Suggestion and Conclusion**

- Supplier specific quality standards are the need of the hour, as they take up a more holistic view to customer satisfaction.
- Six sigma is the key towards ensuring global standards are met.
- Value addition is increasingly seen as a derivative of quality standards.
- The correlation between quality and cost are to be studied with precision.

To conclude whenever there is a transition from a price sensitive economy to a quality oriented economy increased need to review not just the end product but also the process is essential.

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