

PRINCIPLES OF

The title 'Total Quality' is presented in a large, bold, sans-serif font. The word 'Total' is yellow, and 'Quality' is blue. A large, stylized 'Q' is positioned between them, with its top part yellow and its bottom part blue. The background of the title area is a yellow rectangle with a blue border.

Total Quality

THIRD EDITION

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TABLE OF CONTENTS

SECTION I MANAGEMENT OF TOTAL QUALITY

1	Total Quality Management and the Revival of Quality in the U.S.	3
	The Concept of TQM 5	
	Antecedents of Modern Quality Management 6	
	The Quality Pioneers 7	
	Accelerating Use of TQM 12	
	Quality and Business Performance 13	
	Service Quality vs. Product Quality 15	
	Exercises 17	
	Illustrative Case 18	
	Questions 18	
	Endnotes 18	
	References 21	
2	Leadership	23
	Attitude and Involvement of Top Management 26	
	Communication 27	
	How Employees Receive Information 27	
	Culture 30	
	Embedding a Culture of Quality 32	
	Management Systems 33	
	Control 35	
	Exercises 37	
	Illustrative Cases 37	
	Questions 38	
	Endnotes 38	
	References 40	

3	Information and Analysis	41
	Organizational Implications 41	
	Information Technology 42	
	Decision Making 43	
	Information Systems in Japan 43	
	Strategic Information Systems 44	
	Environmental Analysis 45	
	Shortcomings of Accounting Systems 45	
	Organizational Linkages 47	
	White-Collar Measures 49	
	Advanced Processes/Systems 49	
	Information and the Customer 51	
	Information Needs 51	
	The Information Systems Specialists 52	
	The Chief Information Officer 52	
	Systems Design 53	
	Exercises 54	
	Illustrative Case 54	
	Questions 55	
	Endnotes 55	
	References 57	
4	Strategic Quality Planning	59
	Strategy and the Strategic Planning Process 60	
	Strategic Quality Management 62	
	Mission 63	
	Environment 65	
	Product/Market Scope 65	
	Differentiation 67	
	Definition of Quality 68	
	Which Approach(es)? 69	
	Market Segmentation (Niche) Quality 70	
	Objectives 70	
	Supporting Policies 72	
	Testing for Consistency of Policies 73	
	Control 73	
	Service Quality 74	
	Summary 75	
	Exercises 75	
	Illustrative Cases 76	
	Questions 76	
	Endnotes 77	
	References 79	
5	Human Resource Development and Quality Management ...	81
	Involvement: A Central Idea of Human Resource Utilization 83	
	Organizing for Involvement 84	

Training and Development	86
Selection	87
Performance Appraisal	88
Compensation Systems	89
Individual or Team Compensation?	90
Summary	91
Total Quality Oriented Human Resource Management	91
Exercises	92
Illustrative Cases	93
Question	93
Endnotes	94
References	95
6 Management of Process Quality	97
A Brief History of Quality Control	98
Product Inspection vs. Process Control	100
Moving from Inspection to Process Control	101
Statistical Quality Control	102
Basic Approach to Statistical Quality Control	103
The Deming Cycle	103
Manufacturing to Specification vs. Manufacturing to Reduce Variations	104
Process Control in Service Industries	105
Customer Defections: The Measure of Service Process Quality	105
Process Control for Internal Services	106
Quality Function Deployment	107
Just-in-Time (JIT)	110
Just-in-Time or Just-in-Case	112
Benefits of JIT	113
The Human Side of Process Control	114
Exercises	115
Illustrative Cases	115
Question	116
Endnotes	116
References	119
7 Customer Focus and Satisfaction	121
Process vs. Customer	123
Internal Customer Conflict	124
Defining Quality	125
A Quality Focus	125
Break Points	126
A Central Theme	127
The Driver of Customer Satisfaction	127
Getting Employee Input	128
Measurement of Customer Satisfaction	129
The Role of Marketing and Sales	130
The Sales Process	131

Service Quality and Customer Retention	131
Customer Retention and Profitability	132
Buyer–Supplier Relationships	133
Exercises	135
Illustrative Cases	136
Questions	136
Endnotes	137
References	139
8 Benchmarking	141
The Evolution of Benchmarking	141
Xerox	142
Ford	143
Motorola	143
The Essence of Benchmarking	144
Benchmarking and the Bottom Line	144
The Benefits of Benchmarking	145
Cultural Change	145
Performance Improvement	145
Human Resources	145
Strategic Benchmarking	146
Operational Benchmarking	148
The Benchmarking Process	149
Determine the Functions/Processes to Benchmark	149
Select Key Performance Variables	149
Identify the Best-in-Class	151
Measure Your Own Performance	154
Actions to Close the Gap	154
Pitfalls of Benchmarking	154
Exercises	155
Illustrative Case	156
Questions	156
Endnotes	157
References	158
9 Organizing for Total Quality Management	159
Organizing for TQM: The Systems Approach	160
Organizing for Quality Implementation	165
The People Dimension: Making the Transition from a Traditional to a TQM Organization	168
The Inverted Organizational Chart	169
Internal Quality	169
Roles in Organizational Transition to TQM	171
Small Groups and Employee Involvement	172
Teams for TQM	174
Quality Circles	174
Cross-Functional Teams	175

Exercises	177
Illustrative Cases	177
Question	177
Endnotes	178
References	181
10 Quality and Productivity	183
The Leverage of Productivity and Quality	185
Management Systems vs. Technology	185
Productivity in the United States	187
Reasons for Slow Growth	187
Measuring Productivity	189
Basic Measures of Productivity: Ratio of Output to Input	189
Total Productivity Measurement Model (TPM)	190
White-Collar Productivity	192
Measuring the Service Activity	192
Improving Productivity (and Quality)	193
Five Ways to Improve Productivity (and Quality)	195
Examples of Increasing Productivity While Improving Quality	196
Capital Equipment vs. Management Systems	197
Activity Analysis	198
Exercises	200
Illustrative Case	200
Question	201
Endnotes	201
References	203
11 The Cost of Quality	205
Cost of Quality Defined	205
The Cost of Quality	206
Three Views of Quality Costs	207
Quality Costs	208
Measuring Quality Costs	211
The Use of Quality Cost Information	213
Accounting Systems and Quality Management	214
Activity-Based Costing	214
The Multiproduct Problem	216
Strategic Planning and Activity-Based Costing	217
Summary	218
Exercises	218
Endnotes	218
References	221

SECTION II PROCESSES AND QUALITY TOOLS

12 The Concept of a Process	225
What is a Process?	225

Examples of Processes	226
Types of Processes	228
The Total Process	228
The Feedback Loop	229
Exercises	229
References	230

13 Understanding Data231

Introduction	231
Data and Information	231
The Concept of a Dashboard	232
Significance of Data	232
Deciding What to Measure	233
Questions to Ask Prior to Data Collection	233
Data Collection Methods	233
Types of Data	234
Data Reliability	235
Stratification	235
How to Present/Describe Data	237
Visual Description: Tabular Displays	237
Visual Description: Graphical Displays	237
Numerical Description	238
Sampling	241
Basic Definitions	241
Types of Sampling	242
Sampling Error	246
Summary	247
Exercises	248
Endnotes	248
References	248

14 The Seven Basic Quality Control Tools251

Background	251
Check Sheets	252
Defect-Location Check Sheets	253
Tally Check Sheet	253
Defect-Cause Check Sheet	254
Flowcharts	256
Graphs	256
Line Graph	256
Bar Graphs	257
Circle Graph	259
Histograms	260
Pareto Charts	260
Cause-and-Effect Diagrams	262
Dispersion Analysis Cause-and-Effect Diagram	265
Production Process Classification Cause-and-Effect Diagram	265

	Cause Enumeration Cause-and-Effect Diagram 269
	Scatter Diagrams 269
	Control Charts 269
	Exercises 271
	Endnotes 273
	References 273
15	Control Charts for Variables275
	Background 275
	Uses of Control Charts 275
	Variables Control Charts 276
	Applications of Variables Control Charts 277
	Preparing to Use Variables Control Charts 277
	Problem Definition 278
	Choice of Quality Characteristic 278
	Size and Number of Samples 278
	Sampling Frequency 279
	Rational Subgroups 279
	Choice of Control Limits 279
	Collecting the Samples 279
	Examples of Variables Control Charts 280
	Example 1: X and R Charts 280
	Example 2: X and S Charts 282
	Example 3: X and MR Charts 284
	Interpreting Control Charts 287
	Summary 290
	Exercises 290
	Questions 290
	Problems 290
	References 292
	Appendix A 294
16	Control Charts for Attributes295
	Control Chart for Fraction Non-Conforming (p Chart) 296
	Example 1 297
	Example 2 300
	Control Chart for Number Non-Conforming (np Chart) 301
	Example 3 302
	Control Chart for Non-Conformities 304
	c Chart 304
	Example 4 305
	u Chart 306
	Example 5 307
	Summary 309
	Exercises 309
	Questions 309
	Problems 310

References	312
17 When to Use the Different Control Charts	313
Introduction	313
Example 1	313
Solution	315
Example 2	315
Solution	315
Example 3	315
Solution	315
Summary	315
Exercises	316
18 Quality Improvement Stories	319
What Is a Quality Improvement Story?	319
Step 1: Identify the Problem Area	321
Step 2: Observe and Identify Causes of the Problem	321
Step 3: Analyze, Identify, and Verify Root Cause(s) of the Problem	321
Step 4: Plan and Implement Preventive Action	322
Purpose	322
Step 5: Check Effectiveness of Action Taken	323
Step 6: Standardize Process Improvement	323
Step 7: Determine Future Action	324
Other Considerations	324
Time Frame	324
Quality Improvement Story Requirements	324
QI Story Line	326
Data Collection	328
What Data Will the Team Need?	328
Exercises	329
References	329
19 Quality Function Deployment	331
History	331
What Is Quality Function Deployment?	331
Voice of the Customer	335
A Case Study	335
Customer Requirements	336
Technical Requirement	337
Strength of Relationships	337
The Vertical Entries	338
1. Importance Rating	338
2. Surveying Company	338
3. Chief Competitor	338
4. Plan	339
5. Rate of Improvement	339
6. Absolute Weight	339
7. Demanded Weight	339

Competitive Technical Assessment 340

1. Total 340
2. Percentage (%) 340
3. Company Now 340
4. Chief Competitor 341
5. Plan 341

Benefits 341

Conclusion 342

Exercises 342

Endnotes 342

References 343

SECTION III CRITERIA FOR QUALITY PROGRAMS**20 ISO 9000347**

ISO around the World 347

ISO 9000 in the U.S. 349

ISO 9000 351

Components of ISO 9000 Standard Series 352

Historical Perspectives 352

Management Responsibility 353

Functional Standards 355

Benefits of ISO 9000 Certification 355

Getting Certified: The Third-Party Audit 356

Documentation 356

Post-Certification 357

Choosing an Accredited Registration Service 358

ISO 9000 and Services 358

The Cost of Certification 359

ISO 9000 vs. the Baldrige Award 359

Implementing the System 360

Final Comments 360

Exercises 361

Endnotes 361

References 363

21 The Baldrige Award365

Endnotes 370

22 QS-9000371

Historical Perspective 371

Basic QS-9000 371

Structure of QS-9000 372

Document Control and Registration 372

Summary 373

Exercises 373

References 373

23	ISO 14000	375
	Components of ISO 14000 375	
	ISO 14001 377	
	Registration 378	
	Benefits 378	
	Exercises 379	
	References 379	
24	ISO 9000: A Practical Step-by-Step Approach	381
	Preparing for ISO 9000 Registration 381	
	Pre-Audit Conducted 384	
	Documenting Control Procedures and Work Activities 385	
	Implementing a Policies and Procedures Training Program 386	
	The Final Assessment 386	
	GSP's Recommendations for Achieving ISO 9000 387	
	Exercises 388	

SECTION IV SPECIAL TOPICS IN QUALITY

25	Process Capability	393
	Introduction 393	
	Attribute Process Capability 394	
	Variable Process Capability 395	
	Tolerance and Specifications 396	
	Capability Indexes 399	
	Shortcomings of C_p 400	
	Comments Concerning C_p and C_{pk} 401	
	Process Capability Based on Range (R) Values 402	
	Process Capability Based on Standard Deviation (s) values 402	
	Colony Fasteners 403	
	Design and Introduction of Products and Services 405	
	How Products and Delivery Processes are Designed 405	
	Translation of Customer Requirements 405	
	Requirements Translated into Processes 407	
	How All Requirements Are Addressed Early in the Design Cycle 408	
	How Processes Are Reviewed Prior to Launch 408	
	How Processes Are Evaluated and Improved 409	
	Process Management: Product and Service Production and Delivery 410	
	How the Company Maintains Performance Production 410	
	Key Processes 410	
	Measurement Plan 413	
	How Processes Are Improved 414	
	Process Analysis and Research 414	
	Benchmarking 415	
	Use of Alternative Technology 415	
	Information from Customers 415	

Process Management: Support Services	416
How Support Service Processes Are Designed	416
How Key Requirements Are Determined	416
How Requirements Are Translated into Processes	417
Requirement Addressed Early in the Design	418
How the Company Maintains Performance	419
Key Processes and Requirements	419
The Measurement Plan	421
How Processes Are Improved	421
Process Analysis and Research	421
Benchmarking	421
Use of Alternative Technology	422
Information from Customers	422
Management of Supplier Performance	423
Summary of Company Requirements	424
Principal Requirements for Key Suppliers	424
How the Company Determines Performance	425
How Performance Is Fed Back	425
How the Company Improves Supplier Performance	426
Improve Suppliers' Abilities	426
Improve Procurement	426
Minimize Costs of Inspection	427
Exercises	427
Endnotes	429
References	429

26 Introduction to Reliability431

Introduction	431
Reliability	432
Why the Emphasis on Reliability?	433
Product Life Cycle Curve	433
Causes of Product Unreliability	434
Measures of Reliability	435
Failure Rate, Mean Life, and Availability	435
System Reliability	438
Implications for Design	440
Exercises	440
Questions	440
Problems	441
Endnotes	442
References	442

27 Introduction to Six Sigma443

The History of Six Sigma	445
The Six Sigma Concept	446
Define Phase	446
Measure Phase	446

Analyze Phase	446
Improve Phase	446
Control Phase	447
Six Sigma Features	447
Customer-Focused	447
Benefits of Six Sigma	447
Exercises	448
Endnotes	448
References	449
28 Healthcare Service Excellence	451
Service Is the Competitive Edge	451
Implications for a Hospital	454
Why Customer Service in Healthcare?	454
What's In It for the Employee?	454
What's In It for the Organization?	455
What's In It for the Community?	455
The Healthcare Customer	456
Who Is a Customer?	456
Understanding the Healthcare Customer	458
How to Use Customer Profiles	458
Patient Profiling	459
Service Design	460
The "Find It, Fix It" Approach to Medicine	460
Some Suggestions on How to Handle the Disease	
and the Person	461
Quality of Conformance	462
Two Components of Quality	463
Theories of Service Quality	464
How a Patient's Expectations Are Formed	467
The Art of Caring	469
The Quality of Behavior	469
Behavior	469
Attitudes	471
Reports from Healthcare Surveys	471
Moving toward a Total Service Quality Management Process	471
Critical Factors in TSQM	472
Marketing Research	472
The Dimensions of Quality in Healthcare	473
Summary	474
Exercises	475
Endnotes	475
References	476
Index	479