Quality in Manufacturing Justin Houser

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Define the following terms and provide examples: (Food Services, Electronics)

Quality Control- the observation of how well the product is made

* Such as:  controls, job management, defined and well managed processes.

Quality Management- to ensure that an organisation or product is consistent

Quality Inspection- The act of monitoring or observing to insure compliance with the operational definition and to insure that all customer requirements or internal prerequisites are meet.

Quality Assurance-  is the systematic monitoring and evaluation of the various aspects of a project, service or facility to maximize the probability that minimum standards of quality are being attained by the production process.

ISO- Short for ***I***nternational***O***rganization for***S***tandardization. Note that ISO is not an acronym; instead, the name derives from the greek word iso, which means equal.

Who is William Edwards Deming and how did he impact the manufacturing industry?

American statistician, professor, author, lecturer and consultant. He is perhaps best known for his work in Japan. There, from 1950 onward, he taught top management how to improve design (and thus service), product quality, testing and sales (the last through global markets)[1] through various methods, including the application of statistical methods.

Famous Dr. Deming Quotes:

"[Learning is not compulsory but neither is survival.](http://www.iwise.com/0A7fv)"

"[The average American worker has fifty interruptions a day, of which seventy percent have nothing to do with work.](http://www.iwise.com/bA3Rc)"

"[Quality is everyone's responsibility.](http://www.iwise.com/CHujp)"

"[The job can't be finished only improved to please the customer.](http://www.iwise.com/oqtJF)"

"[It is not enough to do your best you must know what to do, and \*then\* do your best.](http://www.iwise.com/nOjmn)"

"[What we need to do is learn to work in the system, by which I mean that everybody, every team, every platform, every division, every component is there not for individual competitive profit or recognition, but for..](http://www.iwise.com/5CyqM)"

"[It is important that an aim never be defined in terms of activity or methods. It must always relate directly to how life is better for everyone. . . . The aim of the system must be clear to everyone in the system...](http://www.iwise.com/rdTeY)"

"[Learning is not compulsory... neither is survival.](http://www.iwise.com/EzJxT)"

Bonus:

Which company in our area has won a national quality of excellence award and how did they do so?

Pals