

Chapter 10- quality management and six sigma

- Total Quality Management (TQM)
 - Is managing the entire organization so that it excels on all dimensions of products and services that are important to the customer
- Two fundamental operational goals
 - 1. Carefully design of the product or service
 - 2. Assurance that the organizations systems can consistently produce the design
 - Start with good quality, execute well and continuously improve, reduce waste and variance
- Quality specifications
 - Design quality- the inherent value of the product in the marketplace
 - Conformance quality- the degree to which the product or service design specifications are met
 - Quality at the source- making the person who does the work responsible for ensuring that the specifications are met
- Dimensions of design

	Microsoft	
Dimension	Product Example: Laser Printer	Service Example: Customer Account or a Store
Performance	Pages per minute Print density	Time to process customer requests
Features	Multiple paper trays Color capability	Automatic bill paying
Reliability/ Durability	Mean time between failures Estimated time to arrive/repair Expected life of major components	Variability of time to process requests Accounting price with industry trends
Serviceability	Availability of authorized repair centers Number of copies per print cartridge Modular design	Online repairs Ease of getting updated information
Aesthetics	Control button layout Case style Country of origin	Appearance of help desks Courtesy of sales
Perceived quality	Brand name recognition Rating in Consumer Reports	Endorsed by community leaders

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- Costs of Quality (COQ)
 - Investment costs
 - Appraisal costs
 - Cost of the inspection, testing, and other tasks to ensure that the product or process is acceptable
 - Prevention costs
 - Sum of all the costs to prevent defects
 - loss/waste costs
 - Internal failure costs
 - Costs for defects incurred within the system, scrap, rework, repair
 - External failure costs
 - Costs for defects that pass through the system
 - ISO (international organization for standardization)
 - Series of standards agreed upon by the international organization for standardization (ISO)

Operation Specialist 3 Study Guide

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Table of Contents Operation Specialist 3 Study Guide

1. Understanding the eBook Operation Specialist 3 Study Guide
 - The Rise of Digital Reading Operation Specialist 3 Study Guide
 - Advantages of eBooks Over Traditional Books
2. Identifying Operation Specialist 3 Study Guide
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Operation Specialist 3 Study Guide
 - User-Friendly Interface
4. Exploring eBook Recommendations from Operation Specialist 3 Study Guide
 - Personalized Recommendations
 - Operation Specialist 3 Study Guide User Reviews and Ratings
 - Operation Specialist 3 Study Guide and Bestseller Lists
5. Accessing Operation Specialist 3 Study Guide Free and Paid eBooks
 - Operation Specialist 3 Study Guide Public Domain eBooks
 - Operation Specialist 3 Study Guide eBook Subscription Services
 - Operation Specialist 3 Study Guide Budget-Friendly Options
6. Navigating Operation Specialist 3 Study Guide eBook Formats

- ePub, PDF, MOBI, and More
 - Operation Specialist 3 Study Guide Compatibility with Devices
 - Operation Specialist 3 Study Guide Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Operation Specialist 3 Study Guide
 - Highlighting and Note-Taking Operation Specialist 3 Study Guide
 - Interactive Elements Operation Specialist 3 Study Guide
 8. Staying Engaged with Operation Specialist 3 Study Guide
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Operation Specialist 3 Study Guide
 9. Balancing eBooks and Physical Books Operation Specialist 3 Study Guide
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Operation Specialist 3 Study Guide
 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
 11. Cultivating a Reading Routine Operation Specialist 3 Study Guide
 - Setting Reading Goals Operation Specialist 3 Study Guide
 - Carving Out Dedicated Reading Time
 12. Sourcing Reliable Information of Operation Specialist 3 Study Guide
 - Fact-Checking eBook Content of Operation Specialist 3 Study Guide
 - Distinguishing Credible Sources
 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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