

“ Quality improvement tools at the service of company management. ”

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Abstract

Quality tools support statistical techniques

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Organizations have a quality management system in order to create value. The adoption of a quality management system should be a strategic decision of the organization. Depending on the area of activity of the organization, the value can be measured by parameters such as:

- reduction in the number of complaints;
- reducing waste;
- improving turnaround times;
- improvement of delivery times;
- improved responsiveness;
- better retention of staff;
- a greater guarantee of maintaining regulatory compliance;
- increased sales and profitability.

It is therefore important for any organization to have not only a concrete implementation of its quality management system, but also a device whose internal and external indicators show that it is associated with stable and improving results. Most organizations already use quality tools.

Many sectors of the manufacturing industry already use statistical quality tools for process control and for real-time reporting of a process stability deviation that has implications for quality. This standard is intended to accompany standard ISO 10017: Quality systems: Use of statistics. However, ISO 10009 also covers some simple statistical techniques which are not covered in detail in the 10017 standard. In this document, the term “quality tool” is clearly defined and is mainly synonymous with quality technique. The simplest quality tools are encountered and taught during academic studies, so many of them are well known. Other quality tools are used by certain industries, the public sector or in specific cultural contexts. This standard aims to list the quality tools generally used around the world. No proprietary quality tools have been included and all tools are used by more than one organization. This standard does not promote new quality tools that are not recognized by most members of the quality community of practice.