How does quality help create customer value?

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Age of Inspection - Faults found in the factory, avoiding failure at the point of use.



Quality by Design – Planning quality into product design. Process creates customer-driven features.



Zero defects — 'Right first time' means there is no allowable number of errors built into a product or process.



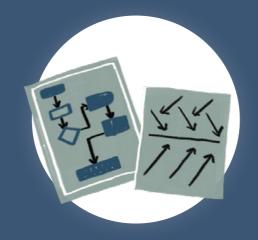
TQM (Total Quality Management) - Improvement of performance in all functions, departments and processes.



Six Sigma – Improving processes to produce a high proportion of output within specification, eliminating defects and reducing variation.



Change management -Collaboration between all employees, from entrylevel to top-management.



Agile manifesto - People over process, working solutions over documentation, adaptability over plan, collaboration over contract.



The Competency Framework Sustainable delivery of high-quality
products and services requires
effective systems of governance and
assurance, and commitment to a
culture of continuous improvement.



Recognition of customers as a key quality stakeholder – The consideration of interested parties as a cornerstone of quality management system design and deployment.



Development of organisational quality culture — Quality is at the core of culture and strategy, and customer value is central to achieving business goals.