

# 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 entry-level 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.