Importance and quality and Operations Management

Managing Quality

Terms:

Quality Control - the processes an organization uses to maintain its established quality standards.

Total Quality Management - a philosophy that uniform commitment to quality in all areas of an organization will promote a culture that meets customers' perceptions of quality

Statistical Process Control - a system in which management collects and analyzes information about the production process to pinpoint quality problems in the production system

Integrating Operations and Supply Chain Management

Integrated Supply Chain Links

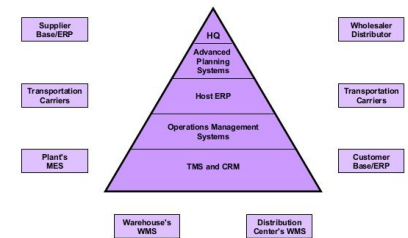## International Organization for Standardization (ISO)

ISO 9000 - a series of quality assurance standards designed by the International Organization for Standardization to ensure consistent product quality under many conditions

ISO 14000 - a comprehensive set of environmental standards that encourages a cleaner and safer world by promoting a more uniform approach to environmental management and helping companies attain and measure improvements in their environmental performance

ISO 19600 - provides guidelines for compliance management that address risks, legal requirements, and stakeholder needs

Inspection

Sampling