

The MANAGEMENT PLUS series

Concepts

QUALITY AND OPERATIONS

OBJECTIVES

Reading this unit will help you to:

- Develop your understanding of quality as an organisational, team and customer concept
- Assess health, safety and the environment as quality issues
- Explain and evaluate quality in the operations management context
- Use a variety of quality tools and techniques to improve and control the quality of products, services and processes
- Identify areas for improvement in your own work processes and plan your approach for improving these processes

Articles

1. What is quality?
2. What is TQM?
3. Improvement
4. Improvement tools and techniques
5. You and your customers
6. Employee involvement
7. Health, safety and the environment
8. Quality in operations
9. Better by design
10. Operations planning and control
11. Quality control tools and techniques
12. Capacity planning and control
13. Inventory planning and control
14. Supply chain planning and control

Further reading...



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Applications Guide

QUALITY AND OPERATIONS

OBJECTIVES

The activities in this guide will help you to put into practice the concepts of management covered by this title:

- Develop your understanding of quality as an organisational, team and customer concept
- Assess health, safety and the environment as quality issues
- Explain and evaluate quality in the operations management context
- Use a variety of quality tools and techniques to improve and control the quality of products, services and processes
- Identify areas for improvement in your own work processes and plan your approach for improving these processes

Activities

1. The quality issue
2. Quality management in your organisation
3. TQM
4. Kaizen
5. Improvement tools and techniques – flow charting
6. Improvement tools and techniques – cause and effect diagrams
7. You and your customers
8. You and your team
9. Quality in health, safety and the environment
10. Quality in operations
11. Design in operations
12. Operations planning and control
13. Six sigma
14. Capacity planning and control
15. Inventory issues
16. The supply chain



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