# Quality Control

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# History of Quality Management

What we call Quality management today can be traced back to the middle ages (Hoyle, 2007). In the Middle Ages work done by apprentices and journeymen had to be inspected by a skilled worker to ensure high quality standards of the finished product and customer satisfaction. Though since then quality management has undergone a number of changes, the main goal remained the same.

It’s was in the 1920’s that the concept of Quality management first surfaced. While it still retained its focus on the end product. It was the first time that a statistical theory was applied. The quality of the product was determined by inspections that involved examining, measuring, and testing the products, services and processes against precise requirements to ensure that each element abides to established standards and guidelines.

This algorithm worked for a while until businesses began to expand and grow. Businesses began producing more and more products during the course of the day so it became more difficult for companies to follow through on quality standards. It was evident that a change was required.

Change came in the 1940’s by industry experts and leaders Joseph Juran, Edward Deming. This was the beginning of “Total Quality Management” (DL., 2008). Inspections were now performed by production staff. Inspections were carried out during particular production intervals. This changed the focus from only inspecting the end product to preventing any production mistakes before product is produced. After Japan catching wind of progress made in the west in terms of TQM they employed the experts Juran and Deming and pushed to developed new standards. Soon the west caught up and developed even higher standards but it was still unclear as to what exactly TQM involved.

The U.S Government became responsible for developing clear standards and guidelines for their Malcolm Baldrige Award that was won by business that displayed quality management brilliance. Other countries, Europe soon followed and established similar awards.

Today companies all over the globe compete for hundreds of available Excellence Quality Awards. The purpose of Quality management remains the same throughout its history of evolution; to ensure customers receive quality, excellent products.

# Why we need Quality Management?

## Improved Product Quality

The quality of product can be determined by its performance, reliability and durability. Quality is the key parameter of a product that sets a business apart from its competitors (Hoyle, 2007). Quality management ensures that progressive change in process and system result in a superior quality product. Quality management is key to ensuring that product produced meets or exceeds customer satisfaction. Customers need to be satisfied with quality of product to ensures the business survives.

## Increases Customer Satisfaction

Quality management ensures that the business produces products which customers want and desire. When a business focuses on quality rather than quantity the customer has a better experience from begin to end. This results in an overall satisfaction with business and product. When customers are satisfied and happy with service and product, they have a higher chance of doing business again and eventually turning into loyal customers. Quality products establishing trust between customer and business.

## Competitive Advantage

Business that invest in quality control gain advantage over companies that do not. Customers value quality more than quantity when it comes to goods and services and are most likely to stick with a business that invests and emphasizes in quality. In this difficult economic times customers do not waste any time doing business with companies that do not deliver quality.

## Reduce Risk, Cost and Time

Time is money in business. Time invested on establishing quality control save more time in the long run. Employees are clear on what to do and when to do it. It also ensures that mistakes are fewer which in turn saves time and money. Standardization decreases errors in all areas of the business and minimizes liability (Team, 2011).

## Increased Revenues, Higher Productivity

Employees are motivated when paid. Higher customer loyalty results in better business and more cash flow. Cash flow ensures that salaries are released on time, this keep employees happy. When employees are happy, they work more effectively which develops a healthy and more productive workplace.

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