A comparative table for various quality management techniques

Name

Institution

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| Management tactic | definition | risks | value |
| Establishing customer expectations | This strategy involves collecting data on what customers need and designing products that address those needs (Goetsch & Davis 2014). | One risk is the high cost that is involved. Secondly, the data is only representative and could give a misleading impression of the expectations the customers have. Thirdly, the expectations may change after an expensive quality strategy has been adopted leading to wastage and losses. | The design is an on-demand one and as such the product carefully captures the needs of the customer leading to higher customer satisfaction, higher sales and therefore higher profits. |
| Designing quality | This tactic involves the establishment of the performance requirements and thereafter creating a function or product that responds to the requirements | The process is expensive. Deigning quality can be a time consuming exercise often requiring the input of several stakeholders. | Through it, all employees are harnessed towards a set standard which makes the work flow more efficient and the results more standard. This is an important factor in maintaining customer satisfaction. |
| Defining metrics | Metrics are a measure that make it possible for a producer to align the production processed with the needs of a customer | Determination of the metrics is a complex process as they are not universal amongst all people. As such, even after metrics have been identified, the process often have to be repeated at intervals adding onto costs | Having metrics in place allow for a producer to stick to a certain production schedule and procedure which improves the satisfaction of customers thus leading to more sales. |
| Mistake proofing | This is a technique in which intelligent devices are used in production to remove errors or make their detection real time (Sallis 2014). | The devices are prone to malfunction just like any other machine. They are expensive to acquire and require skilled labour to operate | The machines provide for an opportunity for excellently standardised work and one free of errors completely. This adds onto consumer confidence and thus boosts sales. |
| Kaizen | This strategy involves the collection of data and facts to develop a strategy for quality management in the production process (Sallis 2014). | The data collection exercise is prone to abuse such that people may collect inaccurate data. Such data could lead to an expensive strategy that doesn’t achieve the desired results thus causing losses and wastage. | In the event accurate data is collected, the results are usually a response to an existing need and thus sales go up. more sales translates to higher profits for the business |
| Six sigma | This is an integrated approach that minimises wastes and improves efficiency throughout the entire process from design to production to service (Pyzdek & Keller 2014). | The process is a data driven one and thus prone to abuse due to collection of wrong data. It is also an expensive one. | When properly done, the management is able to make reasoned decisions which translate to satisfactory products for customers |

References

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