

General Guidelines for Quality System Development Project

TEC 5133 Total Quality Systems

The purpose of this project is to engage students in developing a typical total quality system for an organization. Please keep the following suggestions in mind during the entire process.

- Apply total quality principles to each step. Practice as we learn. Learn as we do.
- Frequently consult your textbook for better understanding on the subject.
- Learn to collaborate as an effective team for any involved tasks.
- Each step builds a foundation for next step.

To give students a complete experience in quality systems development, the following guidelines were developed in a step-by-step sequence:

1. Company or operation:
 - Identify an organization or operation, preferably a company involved marketing, research and development, design, procurement, productions, sales, customer services.
 - Discuss with the instructor if you have questions.
2. Organizational chart:
 - The organizational chart shows the organizational structure designed to ensure the success of the quality effort of the organization. If you model a real company, please note that the existing organization may or may not have the perfect structure. We are **designing** the structure according to TQM principles.
 - Please demonstrate the commitment of top management to quality improvement in the organization.
 - Please demonstrate your understanding on leadership to ensure total quality in the organizational structure. Specifically, the organization needs a steering group to guide the entire organization to focus on quality, and provide resources to accomplish the mission. (**Please refer to chapter 22 in your textbook, for details.**)
3. Vision and mission statements for the organization:
 - See the definitions in your textbook.
 - Use examples in textbook as reference.
 - Please demonstrate your understanding the relationship between the statements.
4. Develop guiding principles for the organization.

See guideline file.

5. Develop standard operation procedure (SOP) for one operation from the above three departments. (One for each department.)
 - A department may involve many operations. Select a typical one for each department.
 - Develop SOP based upon the quality guidelines developed on previous step.
 - Focus on the specific step or procedure. Using the SOP, anyone can do the job without extensive training or prior knowledge.
 - Use concise, clear and unambiguous language. People can perform their jobs consistently regardless the worker or time.

6. The team will assemble all the previous work into a quality system manual for the entire organization in one Microsoft Word format. The following will serve as a guideline for the final version:
 - Is the manual complete with all required parts? (20 points)
 - Is every part of the manual in a correct order? (10 points)
 - Has every part been correctly developed, free of errors? (20 points)
 - Does the manual have the consistent format to represent the whole company? (10 points)
 - Is the manual in high quality, especially being free of grammatical errors? (10 points)
 - Has the team demonstrated continuous improvement in the manual development? (Has the team corrected its problems in earlier submissions?) (30 points)

7. Presentation of quality systems and manual.
 - Share your experiences, lessons and insights learned during the process of developing a total quality system and manual.
 - Share team work experience, especially on how to resolve team problems if any.
 - Share understanding how quality system was developed.
 - Share understanding how to implement your quality system.
 - Demonstrate ability to integrate all total quality principles and appropriate tools in the process.
 - Demonstrate your positive attitude and a sense of humor.

Grading Scale for the Quality System Manual (final submission):

1. Is the operation/company acceptable for developing a quality system? (5 points)
2. Does the organizational chart demonstrate adequate **organizational structure** to ensure leadership and commitment to high quality in the organization? (10 points)
3. Are vision and mission statements correctly developed and consistent with the operations in the organization? (20 points)
4. Are the guiding principles correctly developed according to guidelines? (20 points)
5. Are the standard operation procedures (SOP) adequately developed according guidelines in the course? (20 points)
6. Does the quality system manual present a consistent style and format for the company? (10 points)
7. Has the team demonstrated continuous improvement efforts adequately in the development process? (10 points)
8. Is the document in professional quality? (5 points)