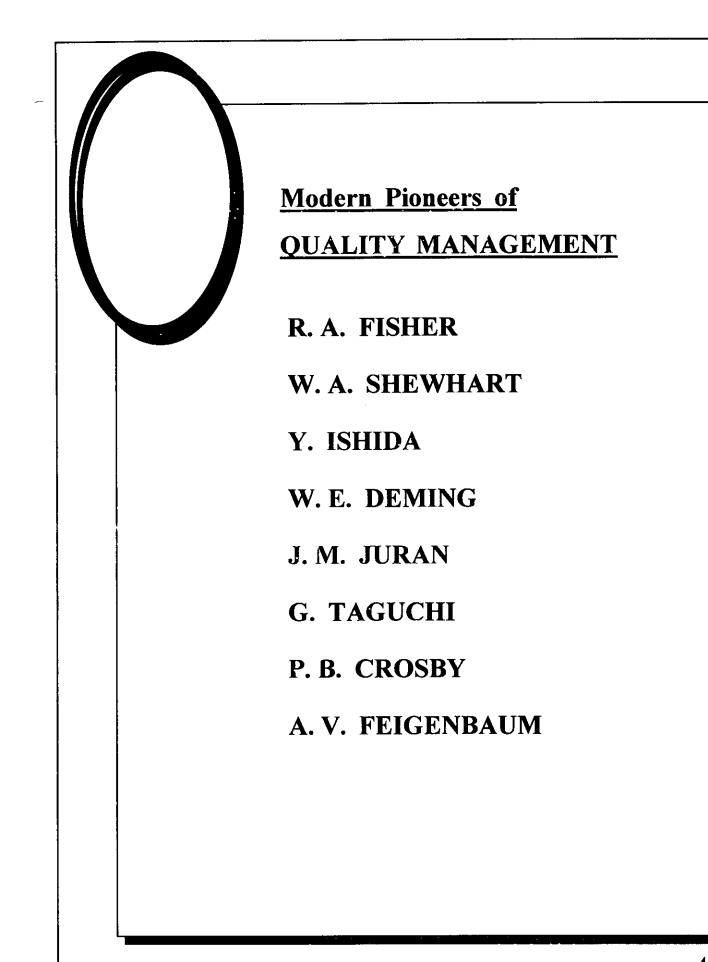


OBJECTIVES OF PRESENTATION

This presentation will discuss the following topics :

♦ Historical backgroun of Quality

- Role and contribution of the "Pioneers"
- ◆ Quality concepts
- ◆ Quality Standards and Awards

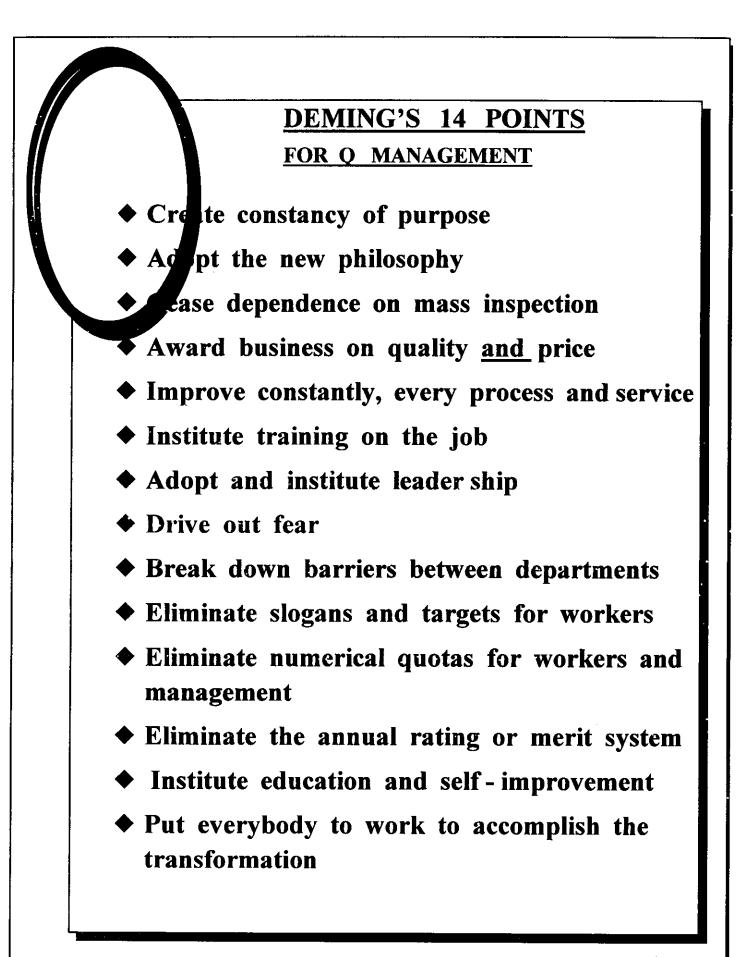


QUALITY GURUS and THEIR MESSAGE

- **EMING** statistical process control
 - 14 point mngmt. program
- JURAN Quality planning
 - Quality control
 - Quality improvement
- <u>CROSBY</u> definition of Quality
 - prevention of defects
 - performance standard
 - measurement of Quality

FEIGENBAUM - TQC

- Quality management
- customer satisfaction
- control of operations
- control of costs



BALDRIDGE AWARD CRITERIA

◆ Leadership

◆ Information and analysis

Strategic Quality planning

Human resource development and management

◆ Management of process quality

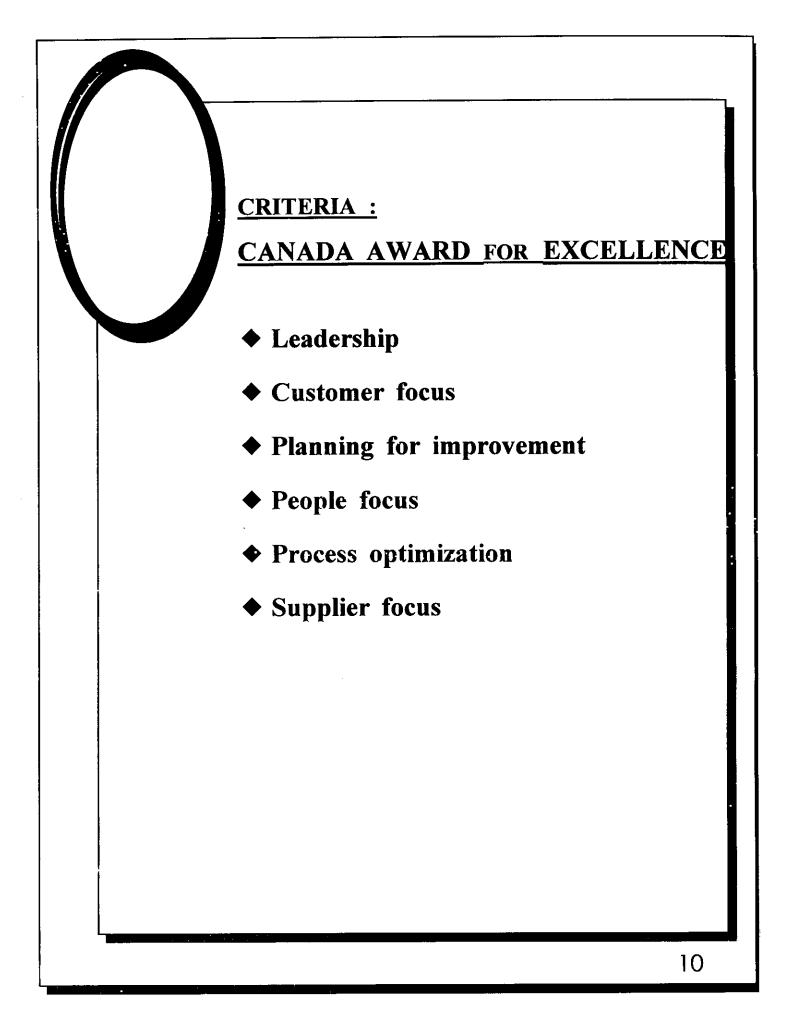
- Quality and operational results
- Customer focus and satisfaction

DEMING PRIZE CRITERIA

- Company policy and planning
- Organization and its management
- QC education and its dissemination
- Collection, transmission and utilization of information on quality
- ♦ Analysis
- Standardization
- Control
- Quality Assurance
- Effects
- ♦ Future plans

EUROP AN QUALITY AWARD CRITERIA

- ◆ Leadership
- ◆ Policy and strategy
- ◆ People management
- Resources
- Processes
- Customer satisfaction
- ◆ People satisfaction
- ♦ Impact on society
- Business results





<u>SO 9000</u> - selection and use of QM and QA s tds.

ISO 9001- QA system for Design and Development

<u>ISO 9002</u> - QA system for Production and Installation

<u>ISO 9003</u> - QA system for final Inspection and Testing

<u>ISO 9004</u> - Quality Management and Quality System elements

Guidelines for application of Standards :

e.g. <u>ISO 9000-2</u> generic Guidelines for Application

- ISO 9000-3 Guidelines for Software
- <u>ISO 9004-2</u> Guidelines for Services
- and many others

IAEA NUCLEAR SAFETY STANDARDS (NUSS PROGRAM)

Governmental organization : - Code 50-C-G - Safety guides 50-SG-G1 to G9

◆ <u>Siting</u>: - Code 50-C-S

- Safety Guides 50- SG- S1 to S11B

◆ <u>Design</u> : - Code 50-C-D

- Safety Guides 50-SG-D1 to D15

◆ <u>Operation</u> : - Code 50-C-O

- Safety Guides 50-SG-O1 to O12

Quality Assurance : - Code 50- C-QA

- Safety Guides 50-SG-QA1 to QA11

<u>Safety Practices</u> pertaining to each of the above topics 50 - P - 1 to



Customer focus

- Upper managers involved
- Strategic Quality planning
- The concept of "<u>BIG</u> Q"
- Quality improvement
- Business process management
- ◆ Training in managing for Quality
- ◆ Measurement of Quality
- Bench marking
- Human resources and empowerment
- Motivation recognition and reward

