Managing Quality For Higher Profits: A Guide For Business Executives And Quality Managers

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Quality Approach to business not a program Defined by customer through satisfaction Aimed at performance excellence Increases customer satisfaction Reduces cycle times and costs Eliminates errors and rework Quality customer service is goal of profit and non-profit organizations Quality in the Foodservice System.

TOTAL QUALITY MANAGEMENT: a management philosophy directed at improving customer satisfaction while promoting positive change and an effective cultural environment for continuous improvement of all organization aspects. Quality assurance managers work with other staff to establish procedures and quality standards and to monitor these against agreed targets. Shift and on-call work may be required, particularly where manufacturing/production equipment is in continual 24-hour operation. What does a quality assurance manager do?

Typical employers | Qualifications and training | Key skills

- Investigating and setting standards for quality and health and safety.
- Ensuring that manufacturing processes comply with standards at both national and international level.
- Working with operating staff to establish procedures, standards, systems and procedures.
- A degree or higher national diploma (HND) in any subject is acceptable for entry into the profession.