

## Quality Management System and Ishikawa diagram

**Author: Azarov Ana**  
**Ling. cons.: M. Ababii**

*The concept of quality first emerged out of the Industrial Revolution. Quality management is focused not only on product quality, but also the means to achieve it. The quality profession grew from simple control. Quality management can be considered to have three main components: quality control, quality assurance and quality improvement.*

**Quality** is the condition for an object or technology of being distinguished from others.

Management of quality was the responsibility of the quality department and was implemented by Inspection of product output to 'catch' defects.

Quality management therefore uses quality assurance and control of processes as well as products to achieve more consistent quality. There are methods of quality management and techniques that incorporate and drive quality improvement (ISO 9004:2008, six sigma) [1].

Quality Management System standard, duly driven from the 'Eight principles of Quality management'.

The International Organization for Standardization (ISO) created the Quality Management System (QMS) standards in 1987. The standards are reviewed every few years by the International Organization for Standardization. The Quality Management System standards created by ISO are meant to certify the processes and the system of an organization, not the product or service itself.

There are quality management organizations and awards for example: “The European Foundation for Quality Management's EFQM Excellence Model”, “The National Quality Institute” presents the “Canada Awards for Excellence”, “The Alliance for Performance Excellence” is a network of state etc.

Total quality management (TQM) is a management philosophy that seeks to integrate all organizational functions (marketing, finance, design, engineering, and production, customer service, etc.) to focus on meeting customer needs and other organizational objectives. TQM is a people-dependent process. Many colleges are now offering courses in TQM at graduate and undergraduate levels because the use of TQM methodologies reduces the cost of failure [2].

The Ishikawa diagram, like most quality tools, is a visualization and knowledge organization tool. Simply collecting the ideas of a group in a systematic way facilitates the understanding and ultimate diagnostic of the problem related to quality management [3].

It is important to note that the decline of any particular management practice is generally a result of commitment to higher level of quality standards and it provides guidance to improve low quality management.

### **Bibliography:**

1. Ishikawa, Kaoru (1985), *What Is Total Quality Control? The Japanese Way* (1 ed.), Englewood Cliffs, New Jersey: Prentice-Hall, p. 198.
2. Ishikawa, Kaoru (1990), *Introduction to Quality Control* (1 ed.), Tokyo: 3A Corp, p. 98.
3. *Object Oriented Quality Management, a model for quality management*, Statistics Netherlands, The Hague.
4. [http://en.wikipedia.org/wiki/Quality\\_management](http://en.wikipedia.org/wiki/Quality_management), March 5, 2010.