Quality Management

What is quality?

Quality is the degree to which something meets or exceeds certain standards

A business builds a positive reputation for reliability when it ensures a consistent level of quality in its products or services.

It builds consumer trust and confidence in the business, and it helps the business compete with others in the same market.

Quality Management

Quality management is the act of overseeing different activities and tasks within an organization to ensure that products and services offered, as well as the means used to provide them, are consistent. It helps to achieve and maintain a desired level of quality within the organization.

Root Cause Analysis

As it says, root cause analysis is the process of seeking out and analyzing the fundamental “root” cause of an issue, risk, or hazard in the company. By figuring out the origin of the problem, you can resolve the problem rather than continuing to make temporary and superficial patches on the problem.

Root cause analysis can be traced to the broader field of total quality management (TQM).

Root cause analysis is part of a more general problem-solving process and an integral part of continuous improvement.

Quality Measures

Quality measures are tools that help measure or quantify operational processes, outcomes, employee and customer perceptions, and business structure and systems that are associated with the ability to provide high-quality service and products that relate to one or more quality goals for the company. These goals should include: effective, safe, efficient, customer-centered, and timely service.

Quality Control

Qualitycontrol (QC) is a procedure or set of procedures intended to ensure that a manufactured product or performed service adheres to a defined set of criteria and standards, as to meet the expectations of what the service or equipment was intended for.

Quality Assurance

Quality assurance is a form of audit taken after a policy or procedure is implemented to determine if it has met the standards it was intended for. The key point here is QA is an ”after something happens” process.

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| **Quality Control** | **Quality Assurance** |
| * A corrective tool
 | * A managing tool
 |
| * An assessment tool
 | * An auditing tool
 |
| * Product oriented
 | * Process oriented
 |
| * Detects defects
 | * Addresses defects
 |
| * Determined by test
 | * Determined by people
 |
| * Performed after product complete to ensure correct functioning
 | * Performed during development of product to ensure product performed as intended
 |

Quality assurance methods focus on establishing good processes to produce products with the quality already built-in, rather than going through an unmonitored production process and trying to “inspect the quality” of a product that’s already been finished.

Quality Improvement

Quality improvement is a structured approach to evaluating the performance of a company’s systems, policies, procedures, and processes and then determining what improvements are needed, warranted, or beneficial.

QA vs QI

Quality Assurance (QA) measures compliance against certain necessary standards, typically focusing on individuals, whereas Quality Improvement (QI) is a continuous improvement process focused on processes and systems.

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| --- | --- |
| **Quality Assurance** | **Quality Improvement** |
| * What went wrong?
 | * How can we improve?
 |
| * Reactive
 | * Proactive
 |
| * Punitive
 | * Avoids blame
 |
| * Corrects hazards
 | * Identifies hazards
 |
| * Works to find who/what is at fault for issue
 | * Works to create operational change
 |
| * Incident focused
 | * System focused
 |
| * Guarantees quality
 | * Raises quality
 |
| * Relies on inspection
 | * Assesses audits
 |
| * Works to meet compliance standards
 | * Works to improves ways to achieve compliance
 |
| * Requires a singular correction
 | * Requires continual correction
 |
| * Examines criteria and requirements
 | * Examines processes and outcomes
 |
| * Asks if company is providing good products and services
 | * Asks how company can provide better products and services
 |

Continuous Quality Improvement

Is a proactive approach of continually re-evaluating and reassessing quality measures to ensure that the current policies, procedures, and practices are actually effective rather than just assumed to be.

The main point here is it is a proactive “before something happens” process.

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| --- | --- |
| **What CQI Is** | **What CQI Is Not** |
| * A continuous and ongoing effort to improve quality, efficiency, effectiveness, performance, accountability, and outcomes
* Uses of data from past risks and hazards to prevent such problems from occurring
* Uses repeated assessments of existing policies and procedures to determine what possible risks or hazards could occur.
 | * An evaluation
* Research
* A report card
* An assessment
* An audit
* A pass/fail process
 |

The Benefits of a Quality Improvement Include:

* Solutions that focus on failures in processes, not flaws in people
* A reliance on objective, data-driven solutions, rather than subjective opinions, to identify inefficiencies, preventable errors, and inadequate processes
* Improvements that provide better customer service, increased efficiency, greater safety, and higher revenues
* A localized focus on testing small, incremental improvements that is less risky than a focus on making changes at one time
* Data collection to monitor improvement efforts, which can provide the basis for reimbursement and certification programs, particularly in healthcare organizations

Quality Culture

Quality is everyone’s job. From ensuring quality customer service to ensuring the product sold is functioning, no damaged, and clean. Everyone from the front line sales person to the chief executive are responsible for ensuring quality. If something is wrong or doesn’t work or could work better, it is everyone’s responsibility to say something and bring it to the attention of those that can authorize such corrections and improvements.

Elements of a Culture of Quality

* Staff empowerment
* Teamwork & Collaboration
* Leadership commitment & support
* Customer focused/customer centered
* Quality infrastructure and administration
* Continuous quality improvement

Contact