



Funded by
the European
Union



Project “E-QUALITY - Digital education for social and
financial inclusion and gender equality”
Contract № CSO-LA 2020/419-49

Specifics of Quality Assessment

Quality assurance seminar – AUGUST 2, 2021

Lector: Mariya Stankova, BCESC (БКОHK)

This document has been produced with the financial assistance of the European Union. The contents of this document are the sole responsibility of Bulgarian Chamber for Education, Science and Culture and can under no circumstances be regarded as reflecting the position of the European Union



THANKS TO TRUE KNOWLEDGE, YOU WILL BE
BOLDER AND PERFECT IN ANY JOB.

Albrecht Dürer

In a market economy enterprises constantly face problems with the competitiveness of their products/services.

The changing market economy determines the priorities of its development:

- ▶ increasing competitiveness;
- ▶ satisfying the growing needs of the population;
- ▶ creating a national system for ensuring safety and high quality of the consumed products or received services.



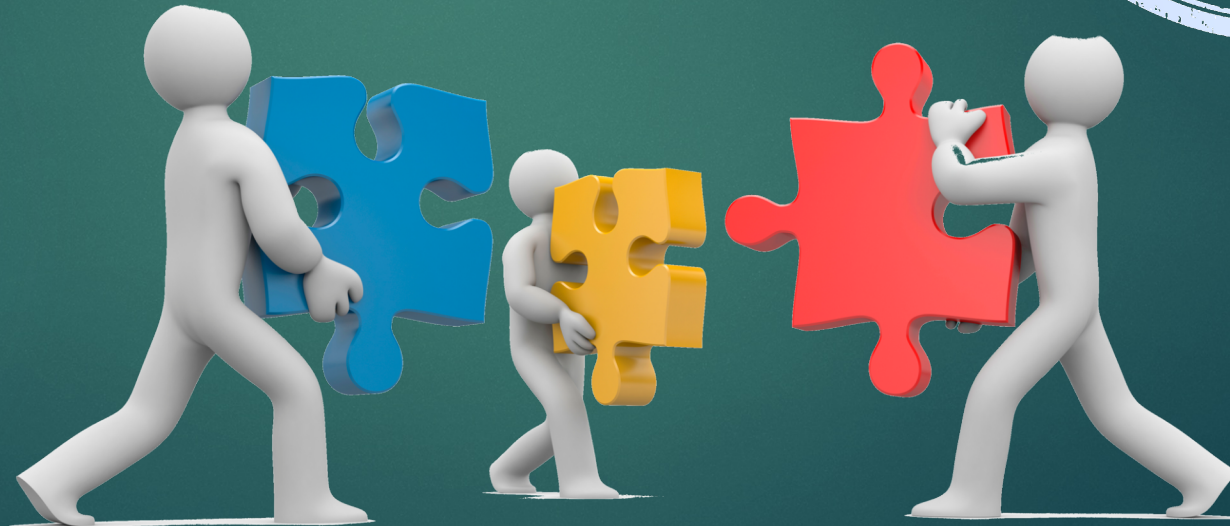
- ▶ Competitiveness, as an important element of economic relations, has no bounds.
- ▶ In the 1980s, the issue of quality became quite relevant.
- ▶ The International Organization for Standardization (ISO) developed standards for companies entering the market.
- ▶ The main idea of ISO was 100% control on production, but since this is not possible, ISO created a quality management system.
- ▶ To ensure quality, a number of standards from the ISO 9000 series were introduced and accepted in most countries around the world.



ISO standards

ISO 9000 series standards emphasize that QUALITY is aimed at meeting the requirements of several stakeholders:

- ▶ Customers;
- ▶ Owners;
- ▶ Employees;
- ▶ Suppliers;
- ▶ Community.



ON QUALITY...

Quality is a set of features and characteristics of objects that determine their suitability to meet established and anticipated needs (ISO 8402).



His system of thought he called the "System of Profound Knowledge". The system includes four components or "lenses" through which to view the world simultaneously:

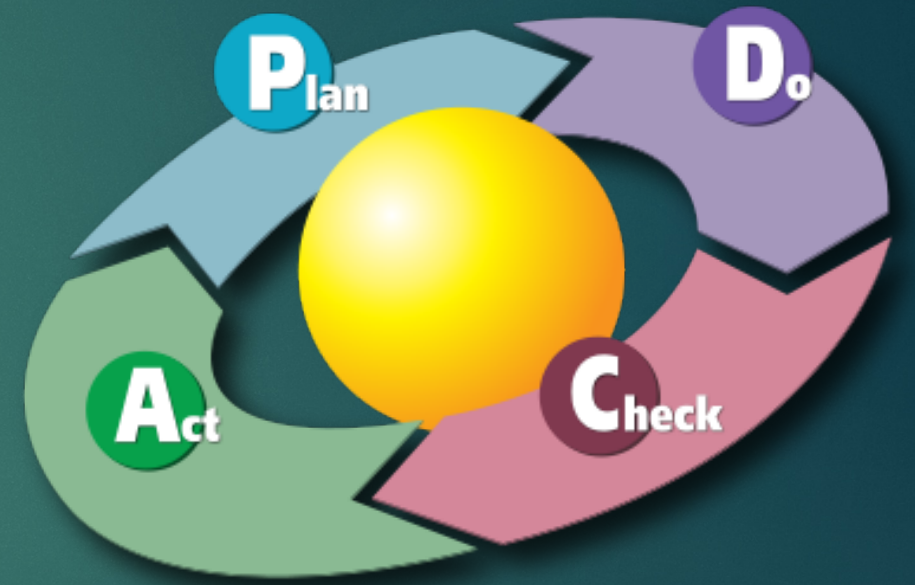
- Appreciating a system
- Understanding variation
- Psychology
- Epistemology, the theory of knowledge

William Edwards Deming (October 14, 1900 – December 20, 1993) was an American engineer, statistician, professor, author, lecturer, and management consultant.

Dr. W. Edwards Deming offered 14 key principles for management to follow to significantly improve the effectiveness of a business or organization. Many of the principles are philosophical. Others are more programmatic. All are transformative in nature. The principles (points) were first presented in his book *Out of the Crisis*.

Quality Management according to the Deming Cycle

- **Plan** - set goals and processes needed to achieve goals.
- **Do** - execute the plan.
- **Check** - perform a conformity/compliance evaluation and control the results/output/deliverables.
- **Act** - take actions in order to improve or standardize a process.





“

*In the problems lies the possibility of solving them,
and if you are not able to find the problems, be sure
- the problems will find you.*

”

William Edwards Deming

QUALITY ASSESSMENT

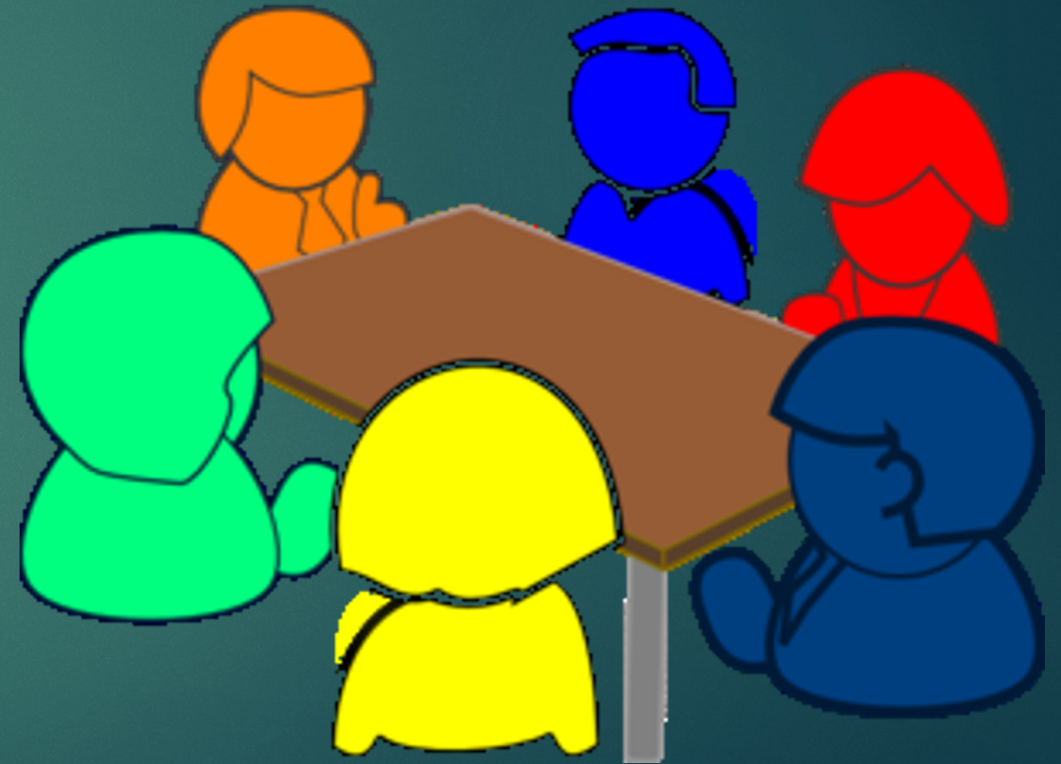


is a set of operations for evaluating the conformity of a product with certain requirements.

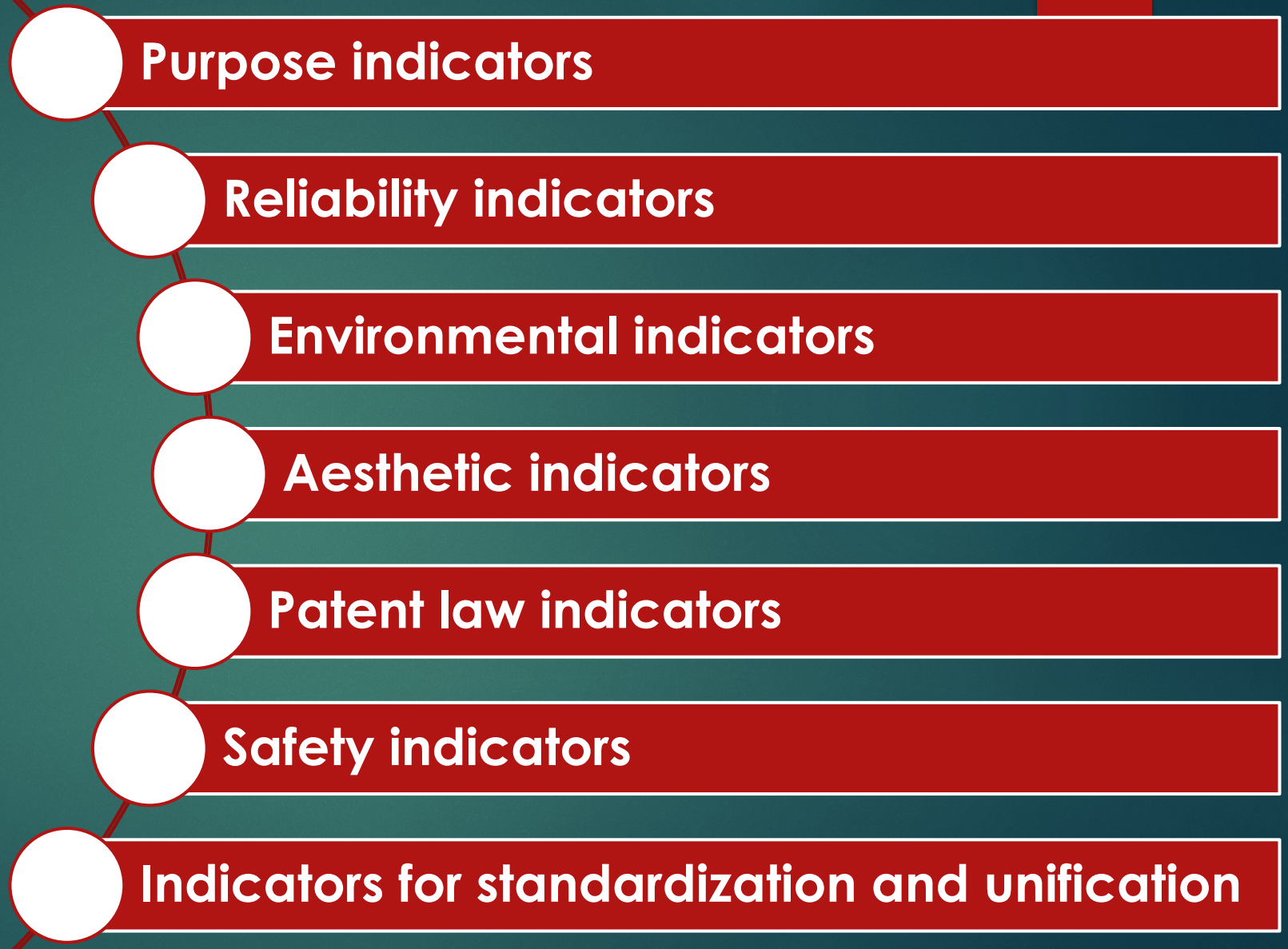
The failure of a product to comply with quality standards is defined as non-compliance or non-conformity.

The quality assessment requirements are determined according to:

- ▶ *Technical regulations;*
- ▶ *Standards;*
- ▶ *Technical conditions;*
- ▶ *Contracts;*
- ▶ *Terms of reference for product design.*



MAIN QUALITY ASSESSMENT INDICATORS



Quality assessment methods

Instrumental method

Registration method

Calculation method

Expert method

Organoleptic method

Sociological method



How is quality assessment carried out?



- ▶ The main form of quality assessment is control.
- ▶ Control includes two elements:
 1. Obtaining information about the actual condition of the object;
 2. Comparison of the received information with the established requirements in order to determine conformity/compliance.

Quality control methods

- ▶ According to the place in the product life cycle: design, input, production, output and operation;
- ▶ According to the volume of the inspected production: full and partial;
- ▶ According to the type of controlled trait: quantitative and qualitative;
- ▶ According to the condition of the object before and after the control: destructive and non-destructive.

Stages of the control process



Planning



Implementation



Corrective actions

Stages of the control process

During planning, a control plan is developed :

- What is controlled?
- Why is it controlled?
- Where is it controlled?
- When is it controlled?
- Who controls?
- How is it controlled and by what means?



Stages of the control process



When implementing control, two conditions must be satisfied:

- Absolute commitment and support by the management;
- Independence of controllers.

Stages of the control process

Corrective actions

- Investigation of the discrepancies and identification of their reasons;
- Determining and carrying out the necessary corrective actions;
- Analysis of the results of the corrective actions taken.



IT IS IMPORTANT TO KNOW THAT

Quality arises in the process of work, not as a result of control.

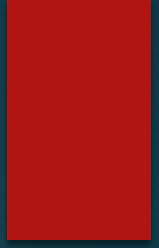
Question for a brief discussion:



- ▶ **What kind of benefits quality assessment can bring to your organization on your opinion?**



Funded by
the
European
Union



Project “E-QUALITY - Digital education for social and financial
inclusion and gender equality”

Thank you for your attention!

This document has been produced with the financial assistance of the European Union. The contents of this document are the sole responsibility of Bulgarian Chamber for Education, Science and Culture and can under no circumstances be regarded as reflecting the position of the European Union