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# Perbedaan quality control dan quality assurance pdf

Apa perbedaan quality control dan quality assurance. Jelaskan perbedaan quality control dan quality assurance. Apa perbedaan antara perform quality control dan perform quality assurance.

For some companies, quality warranty checks are mandatory. Pharmaceutical companies, for example, must allow the FDA for the revision of their systems and quality processes. Other companies have customers who insist on audits as part of a contract and do not do business with you unless you allow them to verify your systems and quality procedures. Although your company does not require quality assurance checks by law or as part of a contract, they can be an important part of your overall quality management. A guarantee of quality guarantee is a systematic control of a quality management system in order to guarantee compliance with the quality requirements. These requirements could be the quality requirements of societies, those together by a customer or those established by the government. While guarantee and quality control are often used as synonyms, actually two different aspects of a quality management system. Quality management (QM): A, how to ensure your products and services compliant with the criteria specified par excellence. This includes quality policies, quality assurance, quality control and quality improvement. Quality Assurance (QA): A, activities and systems within the company that are implemented to guarantee your products or services satisfy quality control requirements. Quality Control (QC): A, includes activities and systems that check or inspect your products or services in order to guarantee quality warranty systems are working. As a basic illustration Of a quality management system, chocolate-made supports and wants to secure each box contains 12 pieces of chocolate without failing, so as to tell the package to pause and watch each box before putting the lid (QA). Then, once every hour, the manager opens a random box to make sure it is actually full (QC). A guarantee of quality assurance is an independent process to examine and evaluate the quality control systems, procedures and policies to ensure that they produce expected quality levels. With rare exceptions, the provision warranty terms of quality, quality management control and quality control control usually mean the same thing, unless they are components of a guarantee of quality assurance. There are three types of controls: the guarantee of process revision quality: processes is, examines, including the resources used and the requirements within these processes, such as weights, times and defined measures. You also examine the work instructions, flow diagrams and training workers training. A, of the product: products A, examine or services to determine whether they meet the quality of the requirements revision. A system: A, examines the management system of the quality to ensure that it meets the requirements, such as internal business policies, regulatory requirements or commitments made in a customer contract. If a verification is performed by an employee or manager, it is known as an internal audit. If it is performed by an external agent, as a consultant, customer or a government agency like the FDA, is called an external audit. The advantages of quality audits are numerous. To a minimum level, for companies that have no other choice that open to controls by government bodies such as the FDA, the provisions of control that the quality standards established by the law have been achieved and the company can remain open for the Trade A € Condition that passes the revision, of course. Customers benefit from qualities in audits, in the sense that they can be sure that the products or services that buy will meet the quality levels. In the business-to-business sector (B2B), customers can On Quality Controls as part of a contract. Finally, the company benefits from the audit. Customers are more satisfied, yields and complaints decrease and the morale of employees should improve. In addition to an increase in sales by satisfied customers, there are long-term direct savings, because less time and money is spent replacement or fixing products and lower quality services. If your customers pay for quality, you can't afford to give them products or lower services. Quality control refers to any process that ensures what you are selling meets a one standard. There are many quality control methods, and some of them are specific to the industry. A quality control procedure working for a steel manufacturer cannot apply to a fast-food chain or a newspaper. Quality control procedures are specific to the industry and the sector is working in. In sales, for example, you could establish procedures of everything for how long the sales team leads to collecting, respond to proposals or close a sale. Before adopting any quality control procedure, you need to be clear about why you are doing. These are some common reasons to implement quality control procedures: customers require products satisfy their standards for energy efficiency, purity, zero defects or any problem is important to them. Your products have too many defects, and the reputation of your brand is bad. You are losing customer loyalty and repetition trade because the software has not been adequately debug. Your sales process is lower. Sellers do not keep track of customer information, or find themselves competing for the same customers, for example. Customer service is lower: for example, the waiters deliver the wrong order to customers or wait too long to serve them. If you are by establishing quality controls to meet your customers' needs, they will determine the level of quality to shoot. If it is for internal reasons to your company, you have more flexibility. A quality control procedure is not the same quality guarantee, even if many companies use both. The guarantee of quality (QA) programs are proactive; Production is designed to reach the level of quality you want. Quality control methods are reactive; The output is studied to identify problems or defects and work to solve them. It helps to have both a quality control program and quality assurance in the game. The quality guarantee is more efficient than cost, as it eliminates bad products before they are produced. If the QA program is not effective, however, it is necessary to control the test to determine this. Quality control requires the specific metric that you want to use for the judge equality. In production, for example, you have different possible benchmarks: The frequency of the failure rates of production defects is based on the budget and under time? Are reliable processes? If you do electronics, how often do they break? For customer service, the reference parameters may include how much time the customer is put on hold, how quickly calls are answered and how many times your employee has to transfer someone to get the problem solved. Once you know the reference point you want to achieve, you can plan your phases of the quality control process: how many units you test you from each lot? Based on the test, how many units fail? How many calls to customers go to voicemail? How many customer orders do you send late? Are you considering a pass / fail system where any defect is equivalent to fault or will you have a sliding ladder as a ladder from 1 to 10 to evaluate problems? How do you plan to solve the problems you find out? Is your quality assurance program in operation, or do you need to update it? What changes do you have to do to ensure that things don't come back to a secondary level as soon as you focus on some other problems? Once it implements the quality control procedure, how will you play the results? How will you improve the initial results? Like any other business project, your program Quality can run against your limits: how many resources can you devote to the passages of the quality control process? How long can you devote to the test of the product or operations? Do you have the skills available at home, or do you need to bring to an expert? How often can you allow you to test? How do you plan to store information so that it is available to those who need to see it again? A good program Balance thrust for greater quality than your company's requests. There is no lack of different quality control methods, even if they are not used universally, sampling material is an effective effective quality control For a manufacturer, but it doesn't do very well if you are considering a customer's help desk. It is possible to measure production production, whether it is ceramic or asphalt cups for road construction. Quality types of control could include tests for defects, durability, weight or chemical composition. You can smell and savor the food and evaluate it as far as it is attractive. It is possible to use questionnaires or interviews to assess the quality of services provided to customers. For medical supplies, quality control methods include control that packaging is intact, this chemical composition has been verified by a pharmacist and that any documentation needed is available. If the drug requires refrigeration, the control of storage conditions would be an added quality control procedure. Suppose you are offering a line of supplements and want to ensure your customers who are high quality without contaminants. Your quality warranty program works to see that production is active to this, and then use quality control methods to check performance. The laboratory that rendering supplements send samples to test from each batch manufactured. Your Quality Control Team decides if the batch meets the standards you set. When supplements are packaged, the team checks that the boxes have all the necessary information, lot numbers and expiration dates. The team also checks that tamper-proof gaskets are in place and that the right product is in the right box. The team checks that the manufacturer has any record is required and that they are all in order. If your goal is to improve sales performance, you want a quality control procedure that measures the sellers against a reference point. You can use polls with customers and employee interviews to get information: What prospecting methods do they use your sales team to collect leads? How quickly your people answer if a potential customer requires a sales proposal? How long do your sellers do to close a sale? How long will they spend for potential sales that never happen? How many sales fall to the last minute? How many repeat companies or benchmarks comes from every successful sale? What do you think your process sales team? Are there obstacles you are not aware of? Is the motivation of the problems be the size of the commissions or that the team is managing too many customers per person? Find flaws outside the actual sales process. It is possible that the problem is not with the sales team, but with the way the society supports them: are the things of society with the documents? Easy for the sales team find answers to technical questions from customers? Do your brochures or your website provide clear information about which products available? Restaurants are a sector where the quality of the product and the quality of the service are both important. Bad Food or a rude waiting person can both lead to a bad online revision. Quality control methods can help you evaluate both. How good is the food good? Even if you are competing the price and not quality, customers still have standard. How careful are the A €

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