

Effective Quality Control in Management of Processes

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KEY POINTS DISCUSSED

- The purpose of quality control evaluation is to determine, with a high statistical confidence, whether or not the process mean or variability have changed
- All processes should be designed to produce a desired target value
- The choice of equipment, materials, methods, and training defines the predictable range of process variability
- Process variability is cumulative
- Quality controls must be simple and easily understood
- Quality control data are used by the front line to make real time decisions
- Quality control data have limited predictive power
- Quality control points must be placed at logical process check points to facilitate a “go” or “no-go” decision by an operator.

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