Dewsoft

Quality Management System

Quality should always be a conscious goal never an afterthought

Dewsoft
solutions

Dewsoft solutions | Overview

Dewsoft Solutions is a part of a putative Business Group in India engaged in various manufacturing, trading & consulting activities.

With a clear focus on identified industry domains and consistency of delivery, Dewsoft has carved a niche in the IT Solutions and Services Industry.

The Internet, deregulation, globalization, consolidation and the volatility of a global economy and factors in cross-industry convergence & mergers challenges our clients' industries, resulting in new value propositions and moneymaking formulas.

To turn them to advantage in an industry with unbounded potential is sheer understanding.

Pledge to serve you better, will work hard to earn your confidence and would be, striving for excellence.

> "The greatest discovery of any generation is that a human being can alter his life by altering his attitude."
>
> **- William James**

Due to globalization companies has got an easy access to any country, which has lead to cutthroat competition. Monopolies of many companies in different markets have come to an end. Today companies are spending millions on so many issues, just to maintain their market share. This cutthroat competition has given two good things to the consumers i.e. **Good quality** of goods at **beast price**. To remain in the market and to maintain their market share, initially company's started playing with price. This price war has literally confused consumer about the quality of the product. So, this method of fighting the competition has made a big hole in the pocket of many companies. Many companies then realized that pricing strategy is only a short term strategy to face the competition. Then the war began on the quality front, continuous improvement in the quality is the long term strategy. Companies started deploying various techniques and tools for the improvement in the quality such as TQM, SIX Sigma, Kaizen and ISO, etc.

Improving the quality of the product/ service is one thing and maintaining those quality standards is another thing. Maintaining the quality standards is an herculean task, it requires a proper system/ processes. Normally people felt that processes cannot change unless people make them happen. Therefore, implementing a Quality Management System (QMS) within an organisation needs to be a decision by top management. The objective of the quality system needs to be clearly defined so that the system can be effective.

"If one advances confidently in the direction of his dreams, and endeavors to live the life which he has imagined, he will meet with a success unexpected in common hours."

- Henry David Thoreau

Quality Management is not all about cutting costs or boosting the bottom line. It was a culture of doing things right. Profitability was but an outcome of productivity. And it is about improving processes by participation of one and all in the organization. The aim is Customer Satisfaction.

Even Dibbawalas of Mumbai are practicing Six Sigma with precise efficiency and were delivering home cooked food to their customers to almost near perfection.

Short Story:

This is a story about four people named Everybody, Somebody, Anybody, and Nobody. There was an important job to be done and Everybody was sure that Somebody would do it. Anybody could have done it, but Nobody did it. Somebody got angry about that, because it was Everybody's job. Everybody thought Anybody could do it, but Nobody realized that Everybody wouldn't do it. It ended up that Everybody blamed Somebody when Nobody did what Anybody could have done!

Moral of the Story is that you should have standard processes and define proper role of each and every employee. If you adopt Quality Management System it takes care of all these aspects.

"Human beings possess capabilities of mind that are literally beyond genius."

- Barbara Brown

What is QMS:

QMS is mainly concerned with continuous improvement in all work, from high level strategic planning and decision-making, to detailed execution of work elements on the shop floor. It stems from the belief that mistakes can be avoided and defects can be prevented. It leads to continuously improving results, in all aspects of work, as a result of continuously improving capabilities, people, processes, technology and machine capabilities.

Continuous improvement must deal not only with improving results, but more importantly with improving capabilities to produce better results in the future. The five major areas of focus for capability improvement are demand generation, supply generation, technology, operations and people capability.

A central principle of TQM is that mistakes may be made by people, but most of them are caused, or at least permitted, by faulty systems and processes. This means that the root cause of such mistakes can be identified and eliminated, and repetition can be prevented by changing the process.

There are three major mechanisms of prevention:

1. Preventing mistakes (defects) from occurring (Mistake - proofing or Poka-Yoke).

2. Where mistakes can't be absolutely prevented, detecting them early to prevent them being passed down the value added chain (Inspection at source or by the next operation).

3. Where mistakes recur, stopping production until the process can be corrected, to prevent the production of more defects. (Stop in time).

The key principles of QMS are as following:

Management Commitment
Plan (drive, direct)
Do (deploy, support, participate)
Check (review)
Act (recognize, communicate, revise)

Employee Empowerment
Training
Suggestion scheme
Measurement and recognition
Excellence teams

Fact Based Decision Making
Statistical Process Control (SPC)
Design of Experiments (DOE),
Failure Modes and Effects Analysis (FMEA)
The 7 statistical tools
Team Oriented Problem Solving (TOPS)

Continuous Improvement
Systematic measurement and focus on CONQ
Excellence teams
Cross-functional process management
Attain, maintain, improve standards

Customer Focus
Supplier partnership
Service relationship with internal customers
Never compromise quality
Customer driven standards

A Quality Management System will assist by:
Managing costs and risks
Increasing effectiveness and productivity
Identifying improvement opportunities
Increasing customer satisfaction

Special Benefits:
Customer loyalty and repeat business
Market share
Operational efficiencies
Flexibility and ability to respond to market opportunities
Effective and efficient use of resources
Cost reductions
Competitive advantages
Participation and motivation of human resources
Industry reputation
Control on all processes

Features

General
- Multiple location entities can be created including the head office
- Basic entity information
- Multi-Linguistic (English or Turkish)
- Multiple currency support will be available (including Turkish YTL)
- Hierarchy for each location e.g. departments, sections, etc can be defined
- Internal messaging system will be available
- Meeting and schedules can be defined

Product Definitions
- Products can be defined with basic details
- Services can be defined with basic details
- Product BOM can be specified including raw material, bought out, semi finished or a product itself
- Service processes can be defined
- Product alternate, families and outdating details can be registered
- Documents, images or pictures related to the product can be stored

Quality Management

Definition of quality parameters
Definition of inspections types, Sampling Plan
Defining product & Process characteristics
Defining failure modes & effects
Defining control plan
Defining frequency, inspection plan
Raising deviation note
Non confirmative reporting
Corrective and preventive action reporting
Follow-up on corrective and preventive action
Defining Quality Audit type & Plan
Quality objective working
Quality review meetings reporting and logging
Management review agenda
Measuring Instruments & equipment Calibration
Calibration history and documentation
Vendor incoming inspection
Vendor evaluation parameters definitions & rating
log of changes of specifications
Improvement Reporting
Process capability charts
Measuring instruments / equipment MSA analysis

H.R. Management for Quality

Hierarchy of personnel's with details
Skill set definitions
Linking skill set's to personnel's function
Grading of competency for each employee
Revision of grading based on improvements or training
Grade revision log
Training program plans
Documents attaching

Document Management

Document numbering system
Definition Of Quality Manual and documentation
Multiple Document formats
Document scanning
Document source tracking & applicability definition
Document Mailing and printing
Tracking Document revisions
Attaching Documents
Exporting & Viewing In Different Formats
Powerful Document search
Defining Document flow
Forwarding documents
Stick notes
Document work groups
Access rights
Defining Repetitive work & Scheduled work
Defining Work triggers
Reporting work actions and completion
Document validity and retention period
Document Archiving
Work follow up and reminder
Auto back up of Documents

Production Management for Quality

Product processes can be specified
Alternate process flow can be defined
Production start and end are registered
Batch tracking will be maintained
Production process wise progress are registered
Inspection alerts for production

Maintenance Management

Machine Details
Machine specifications
Defining machine maintenance factors
Defining machine replacement factors
Defining responsibility for maintenance and replacement
Maintenance schedule
Schedule reminder and follow up
Machine history
Recording machine break down
Break down Non conformity analysis

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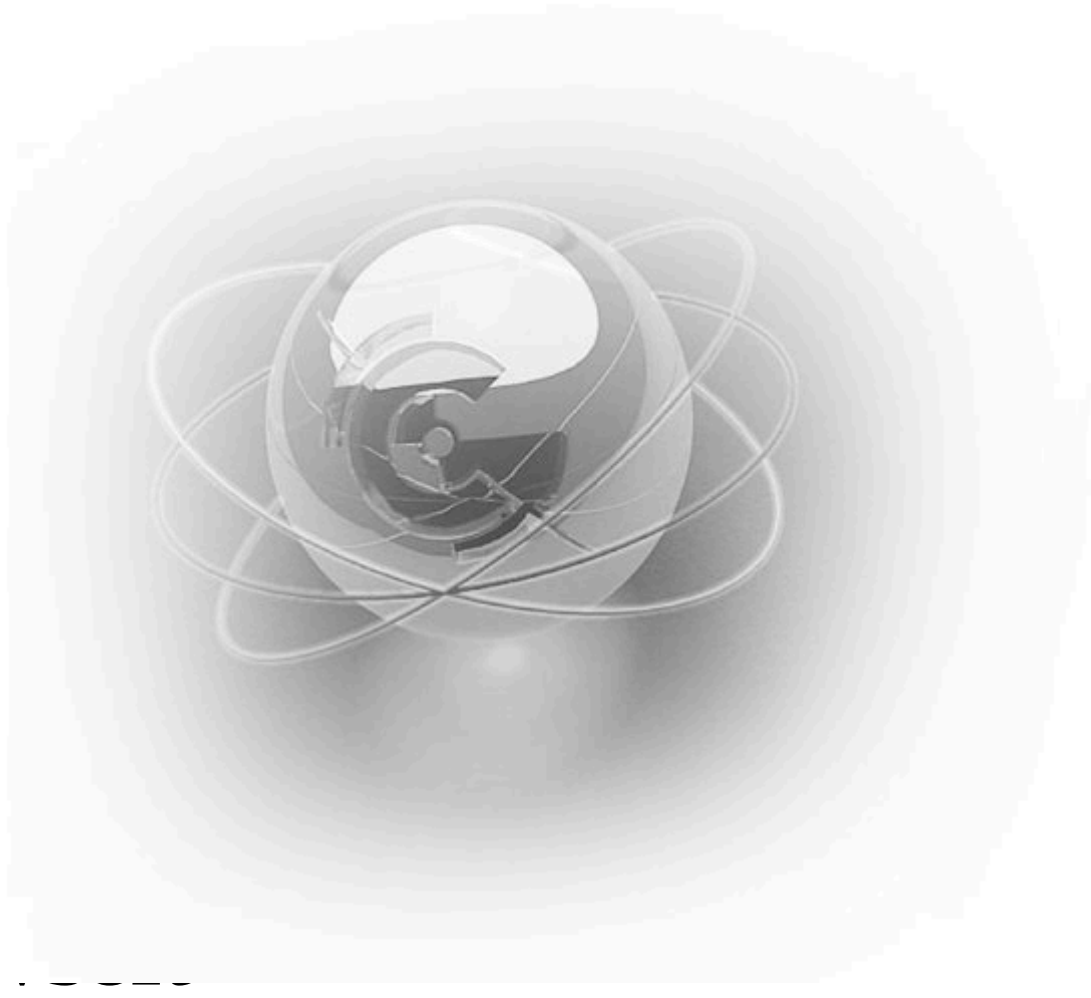

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