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Risktopics

Basic Quality Control Manual

Quality control allows you to maintain the integrity of your product and as a result constitutes a key element of your risk management program

The purpose of this Risk Topic is to familiarize you with the different methods of quality control for the purpose of developing your own quality control manual. Quality control allows you to maintain the integrity of your product and as a result constitutes a key element of your risk management program. The quality control manual contains procedures to follow as well as the company policy regarding quality.

Note that some of the following elements may not apply to your business or activities.

Advantages of Quality Control

A quality control system comprises several advantages for an organization, for example:

- Minimization of the risk of legal suits
- Customer satisfaction
- Reduction of production halts
- Better employee morale
- Furthermore, more and more of your customers will require that your business implements a quality system, if it is not already the case.

A quality control program will bring many advantages to your organization

Customer Needs

The first step in the process consists of identifying the requirements of the Customer. Prior to developing your quality control manual, the following points should be analyzed:

- Characteristics of the product made or assembled
- Production costs
- Type and frequency of required controls
- Manufacturing, shipping and servicing delays

Implementation of a Quality System

Here is an outline, which will help you draft a quality manual or plan.

A. INTRODUCTION:
This part consists of a brief description of the business (location, number of employees, type of product or service). Does the

program apply to all products or just some? The organization must also define its quality policy.

B. RESPONSIBILITY OF MANAGEMENT:

The involvement of management in the quality policy must be clearly established. A definition of everyone's responsibilities, the authority of the Director of Quality and his mandate must be defined.

C. DOCUMENTATION:

Documentation is fundamental in a quality system. It allows you to measure your success and defines your system of quality management. It permits you to investigate the causes of non-conformity.

The following procedures and activities should be documented:

- Contract review
- Purchasing
- Handling, storage and delivery
- Inspection
- Control of measurement and testing equipment
- Corrective actions
- Quality audits
- Training
- Statistical techniques
- Customer complaints
- Recall procedures

Non-conformity

A non-conformity is defined as a defect or deficiency noted in a characteristic, procedure or the documentation, which makes the quality of a product unacceptable or off specification. The factors that can lead to non-conformity are numerous. Thus the following points require particular attention:

- Labour: training, qualifications, motivation and supervision
- Equipment and tools: effectiveness, maintenance, calibration and storage
- Work Environment: noise, lighting, ambient temperature and safety
- Work Methods: definition of tasks and communications between departments
- Management: definition of the levels of authority

Furthermore, when a non-conformity is identified, the procedures relative to its processing should be clearly described in the manual.

What Zurich Can Do For You

Documentation is fundamental in a quality system. It allows you to measure your success and defines your system of quality management

ZURICH

Systematic methods of risk analysis, like the Zurich Hazard Analysis, can be effective in evaluating risks relative to your operations or products, particularly at the time of design.

Zurich can assist you in various stages in the implementation of your quality control program. We also have many technical risk topics available to you, which can be of assistance in your efforts towards quality.

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