

## SOURCES OF INFORMATION FOR QUALITY MANAGEMENT

History of quality management:

<http://www.asq.org/learn-about-quality/history-of-quality/overview/overview.html>

ISO 9001:

<http://www.quality-assurance-solutions.com/ISO-9001-Overview.html>

<http://www.quality-assurance-solutions.com/ISO-9001-definition.html>

(it is necessary to continue in text - clicking blue lines and reading further!!!!)

Total quality management:

<http://bpir.com/total-quality-management-bpir.com/menu-id-71.html> (it is necessary to read next pages!!!)

<http://www.quality-assurance-solutions.com/TQM-History.html>

<http://www.quality-assurance-solutions.com/definition-of-TQM.html>

<http://www.quality-assurance-solutions.com/TQM-Model.html>

<http://www.quality-assurance-solutions.com/TQM-Methodology.html>

Ishikawa diagram:

[http://en.wikipedia.org/wiki/Ishikawa\\_diagram](http://en.wikipedia.org/wiki/Ishikawa_diagram)

Quality Function Deployment:

[http://www.12manage.com/i\\_sq.html](http://www.12manage.com/i_sq.html)

FMEA:

[http://en.wikipedia.org/wiki/Failure\\_mode\\_and\\_effects\\_analysis](http://en.wikipedia.org/wiki/Failure_mode_and_effects_analysis)

POKA YOKE:

[http://www.saferpak.com/poka\\_yoke.htm](http://www.saferpak.com/poka_yoke.htm)

click further to:

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[Poka-Yoke: A Misunderstood Concept](#)

and

[Four "Must See" Presentations](#)

and

[The Impact of Dr Shigeo Shingo on Modern Manufacturing Practices](#)

SERVQUAL:

[http://books.google.com/books?id=Rt96wAigg2oC&printsec=toc&dq=%22Parasuraman%22+%22Refinement+and+reassessment+of+the+SERVQUAL+scale%22+&lr=&hl=cs&source=gb\\_s\\_summary\\_s&cad=0#PPA117,M1](http://books.google.com/books?id=Rt96wAigg2oC&printsec=toc&dq=%22Parasuraman%22+%22Refinement+and+reassessment+of+the+SERVQUAL+scale%22+&lr=&hl=cs&source=gb_s_summary_s&cad=0#PPA117,M1)

Models of quality costs:

<http://www.mcgill.ca/files/desautels/CoQModels-BestPractices.pdf>

**Task 1:**

Use one of these methods: - Iskikawa digram or EFMEA - for concrete quality problem from your own life.

**Task 2:**

Write an essay on one of these topics:

a) SERVQUAL

b) TQM

c) Quality costs

Essay should be of about 6 pages long and you are asked to use at least 5 information of sources.