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Quality Management Concepts and Basic Tools

This reference note serves as a broad introduction to the area of quality management. Students studying business management will find this material useful as background for thinking about quality issues, preparing and discussing business cases, and engaging in quality improvement activities. Teachers and practitioners may find this note useful to help students and others understand quality issues that they will encounter in classroom and field settings.

Introduction

All intentional human artifacts and activities, including tangible products, intangible services, and the process activities that generate those products and services, embody concepts and realizations of quality. This reference note serves as a broad introduction to the area of quality management. After a brief overview of the history and thought leaders of quality management, we list quality terms and tools, measures and controls, and organizational structures for quality management and improvement.

Topics List

- Quality Management Overview
- Quality Terms and Tools
- Six Sigma programs
- Quality measures and controls
 1. Statistical process control: the Voice of the Process
 2. Capability measures: Voice of the Customer
- Designing for Quality

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