

Quality management

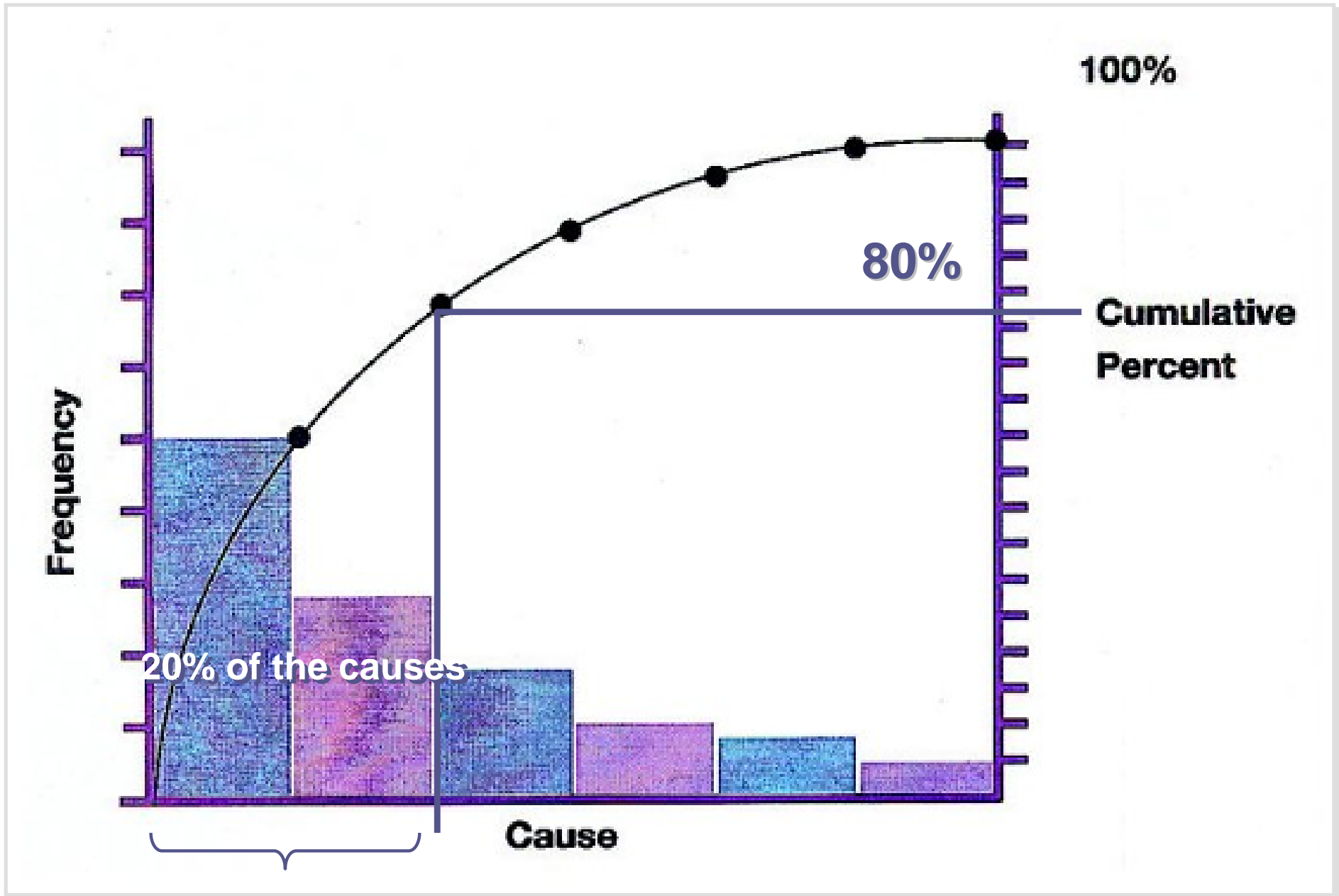
Task 3

- Find some cases applications of the quality tools selected and explained



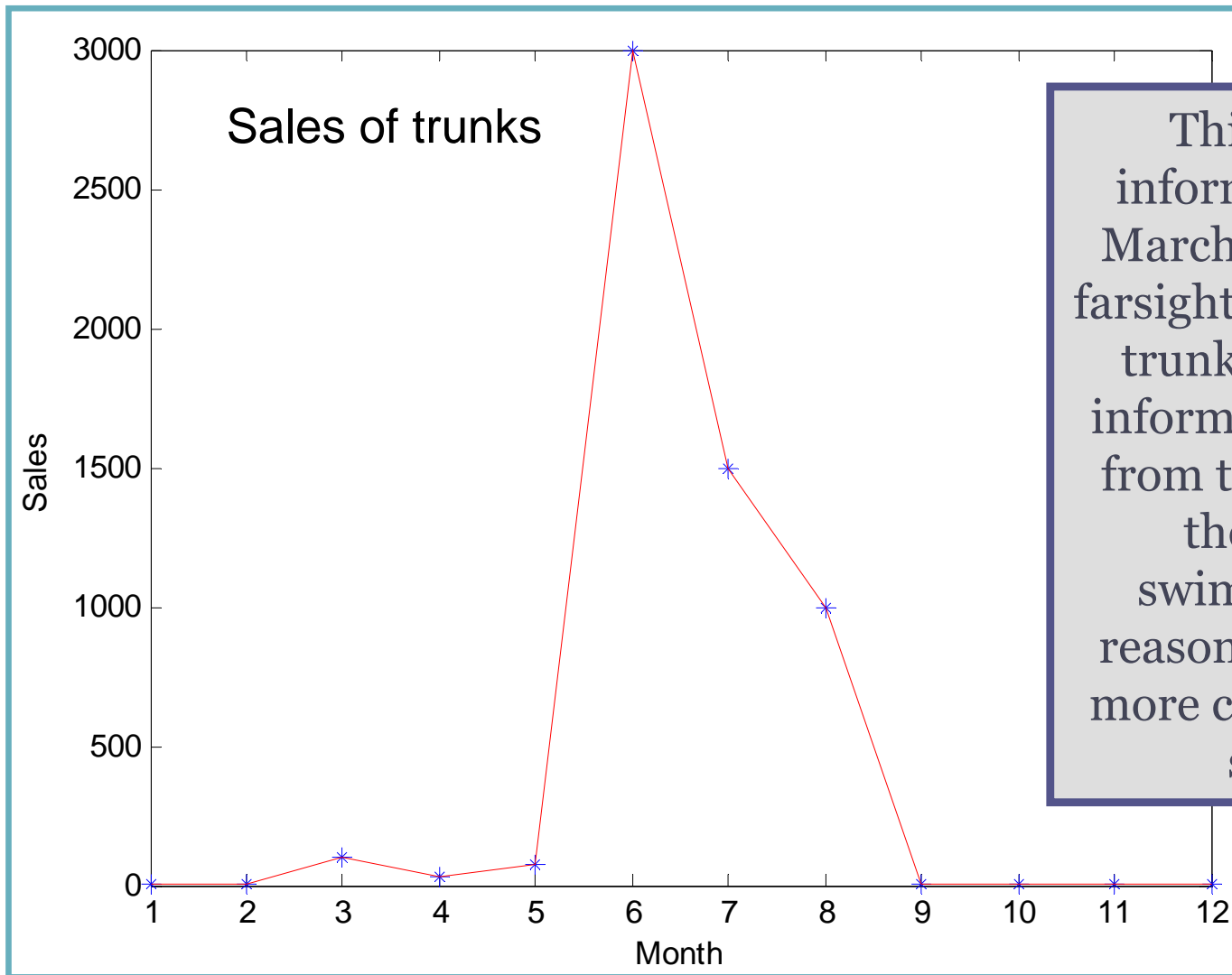
The Principle of Pareto

- It says:
 - 20% of the costumers will buy 80% of the clothes sold
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- We will identify this 20% who spend more, and **attract them**
- Another application: 20% of our articles are sold 80% more than the others. We think is very important identify these articles to manufacture more than other articles.



Scatter Plot

- The **Scatter Plot** is very useful to view the correlation between different kind of aspects which affect the company.
- One example of this is to relate the number of sales of swimming trunks with the months of the year.

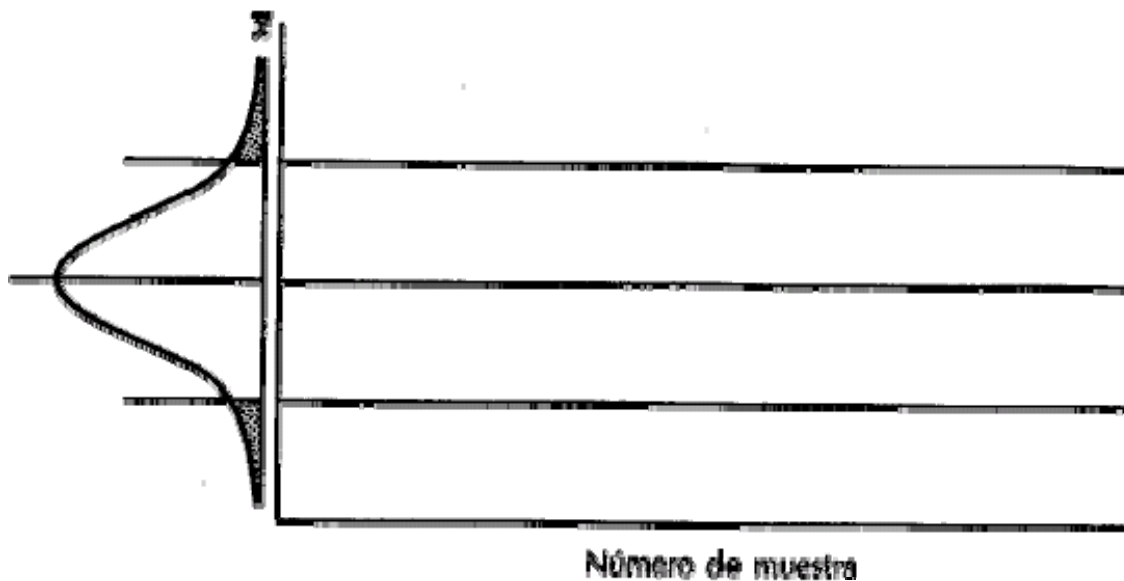
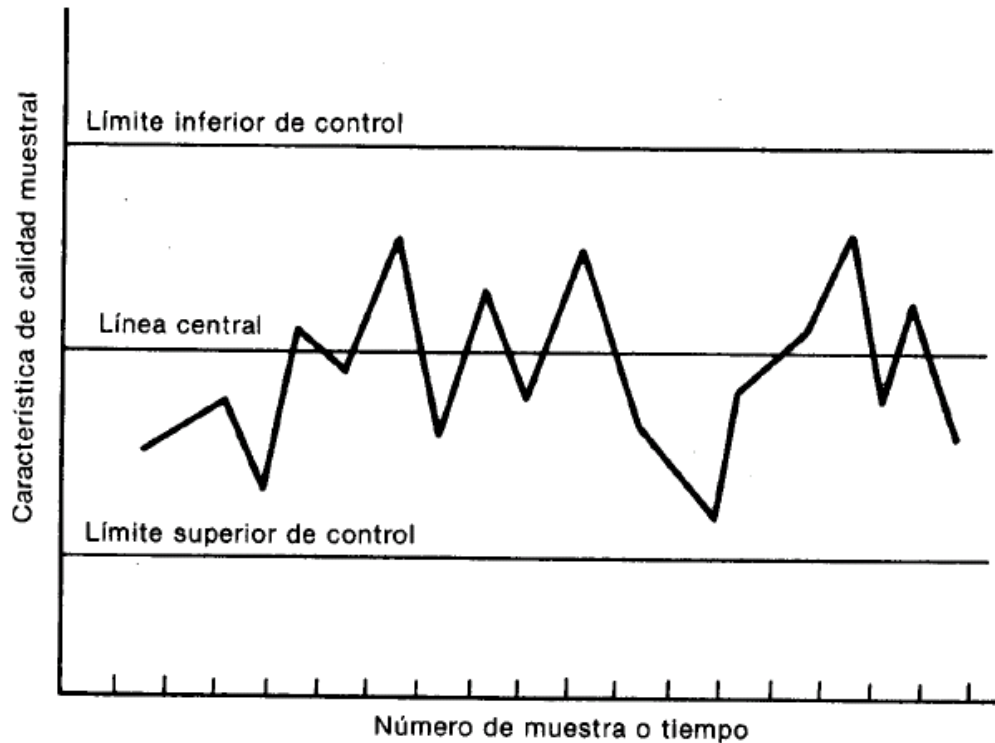


This picture give a lot of information. We can know in March with the spring arrived, farsighted people buy swimming trunks. The more important information that we can extract from the picture is in summer, there are more sales of swimming trunks. For this reason we should manufacture more clothes of this kind in this season of the year.

Month	J	F	M	A	M	J	J	A	S	O	N	D
Sales	3	2	100	30	75	3000	1500	1000	3	6	8	1

Control charts

- We can use them to measure some sorts of quality of the clothes like the resistance of the seams.
- We imagine that we have a machine that give the resistance of the seams.
- The quality of article is a random variable and the percentage of articles defectives depends of the distribution of these random variables.



- The control of the process of manufacture consists of ensuring that the mean μ and standard deviation σ of each random variable be constant with time.
- The **control chart** lets to detect whether there are modifications.

Flow Chart

- A can be very useful in our own company, for example for to give advise to our employees about how to behave in front of potential customers

Cause-and-effect

says a tiny changes in our stores can achieve some effects which will increase the sales. For example if in the places where there are male clothes there are woman helping and vice-versa the sales will increase.

