

Práctica 11 - Points in common (and differences) between Quality Wikipedia Article (Business section) and supporting slides set

To begin with, what both the article in Wikipedia and the slides have in common, there are different descriptions of the quality points of view. In Wikipedia however only two different points of view are described. The slides go even deeper and describe 4 different points of view like ASC, user-based, manufacturing-based and product-based.

A difference between the supporting slide set and the article in Wikipedia is that in Wikipedia they are discussing about two main concept about quality: quality assurance and quality control. The first mentioned refers to preventing defects whereas the second one refers to detect defects.

In the aspect of the quality definition, Wikipedia and the slides have 7 definitions in common (ISO 9000, Six sigma, Phillip B. Crosby, Joseph M. Juran, G. Taguchi, American Society for Quality and W. Edwards Deming).

Talking about Dimensions of quality, there are so many differences between the two sources. In Wikipedia article mention only 5 dimensions: quality, dependability, speed, flexibility and cost. In the slides there are given 7: operation, reliability, durability, conformance, serviceability, appearance and perceived quality.

An important aspect of quality management that Wikipedia do not mention is the fact that a higher quality reduces costs like productivity, rework/scrap and warranty. An improved quality also leads to higher market share, better reputation, higher sales price and/or higher volume. These facts leads to increased profit.