The Quality Control Manual

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The quality control manual is a layout which guides a business to find out that how quality management structure performs. There is a short outline for the Quality Control Manual for an organization. This outline will include the Quality Management system, which will include the responsibilities of the Management, proper plan, customer attention, and ways of communication. It will also discuss the different departments like Resource management. It will also explain the HRM responsibilities like training and development. Finally, it includes the client related processes by focusing on products and services.

The history of quality management goes back to the middle ages. At that times, journeymen and other wage-workers were evaluated to know whether they are meeting the quality standards or not. Throughout the history the quality management has changed number of times. When go back to 1920s, there were quality management systems which have its influences till today (Juran, 1995). However, the objective of the quality management was same i.e. related to the end product. Likewise, by 1940s different professionals like Deming, Juran and Dodge brought a change. The new name for quality management was Total Quality Management and its known till today. In 1969, the term was used for the first time in an international forum.

When a company plans to implement the Total Quality Management system in its organization, then it will make proper strategy first (Osayawe Ehigie & McAndrew, 2005). Every organization is unique when its culture, management and processes are discussed. However, there are few specific directions which are adopted by majority of the companies. The first strategy can be the TQM element approach, in which the company utilizes the tools of TQM for further progresses. The second strategy is the guru approach, it is based on the theories and researches of quality leaders or researchers in order to improve the weaknesses of an organization. Moreover, the Japanese total quality approach is another technique used to implement the quality management. The strategies under this approach were designed to win Deming prize.

The quality control manual is intended for an IT company, which provides specific software to the clients. This manual aims to provide a quality product to the customers. It is necessary for the satisfaction of a customer. A customer should be happy for spending money on the product so that he or she remains loyal for the future. Moreover, it also important to engage the employees in order to improve their performance. Therefore, human resource management plays a crucial role in this regard.

Furthermore, discussing the pros of Six Sigma, it gives the financial benefits to a company. At the same time, it also helps the organization to bring improvement in the products it delivers to its customers (Adams, Gupta, & Wilson, 2007). In addition, it also gives a competitive advantage and also improves the job satisfaction of the employees. Introduce team work and improve the performance. On the other side, the cons of Six Sigma discuss that it requires the organizations to totally change the ways of business they do. Secondly, it does not ensure that these changes will be in favor of the organization. Thirdly, it needs a hard work to implement this strategy.

Moreover, the pros of Demings include its applicability. It is applied to wide range of industries. Secondly, it helps in division of team and better control the outcomes. It also permits to change and make improvements throughout the process. On the other side, it has some negative consequences too. Firstly, it does not provide for the specific details about resolving an issue within the organization. Secondly, there is no guidance regarding the investment on a project and there are risks in to even resolve a minor issue. It takes time to wait for the results of one cycle to resolve a problem.

**References**

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