The Quest For Excellence: Opportunities For A Career In Quality Management

Being presentation by

William E. Onwuka (MBA, ASQ-CMQ/OE, CPGP, CHA, MIPAN)
Principal Consultant, Fine Spectra Consult Limited, Lagos

at the first Town - Gown Interaction of the
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Covenant University, Ota, Ogun State.

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Presentation Goals

- Create awareness of quality and its impact in organizational excellence
- Identify the different approaches to quality
- State careers available within the quality framework and related fields
- List insights to building a successful career.
The Quality Challenge

- In today’s global competitive marketplace, the demands of customers are forever increasing.
- The supply chain also faces tremendous volatility.
What is Quality?

- Uniformity of the product characteristics or delivery of a service around a nominal or target value
  - GMP
What is Quality?

- Conformance to agreed and fully stated requirements
  - Crosby
What is Quality?

- Fitness for purpose/use
  - Juran
What is Quality?

- Satisfying customer expectations and understanding their needs and future requirements
  - TQM
What is quality?

- Degree to which a set of **inherent** characteristics of an object fulfills requirements
  - ISO 9000:2015
Quality nuggets

- Quality means conformance not elegance
Quality nuggets

- The only performance standard is zero defects
Quality nuggets

- Competition means there’s no such thing as a permanent quality level.
- Continuous improvement is necessary if one is to stay competitive.
Quality nuggets

- Quality is everyone’s responsibility
Who are our interested parties?

- Parents
- Students
- Academic and Non-Academic staff
- Industry
- Shareholders/Management
- NUC
- Staff
- Vendors
- Government
The quality goals

**Customer Satisfaction**
- Consistently meet and exceed customers’ expectation

**Compliance**
- Comply with statutory and regulatory requirements

**Sustainability**
- Sustained Success
DEMINGS chain reaction

Improve Quality

• Lower Costs-less reworks
• Productivity improves
• Capture Market share with better quality and lower price
• Stay in Business
• Provide More Jobs
Quality CONTROL tools

- Flowcharts
- Histograms
- Pareto Charts
- Scatter diagrams
- Run charts
- Cause and effect diagrams
- Check lists
- Affinity diagrams

Cause and Effect Diagram for Edge Flaws
QUALITY CONTROL

- A part of quality management focused on fulfilling quality requirements”.
  - The activities or techniques used to achieve and maintain the product quality, process and service.
  - Finding & eliminating causes of quality problems through tools & equipment so that customer’s requirements are continually met.

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QC Jobs

- QC Analyst – testing and evaluation of samples
- QC Officer – responsible for documentation, and sampling
- QC Manager – Coordinating QC activities
- Public Analyst – Official declaration of product quality (often works independently)
Quality Assurance System

“A part of quality management focused on providing confidence that quality requirements will be fulfilled.”

- Prevention of quality problems through planned and systematic activities including documentation.
- is a complete system to assure the quality of products or services.
QA Jobs

- QA Officer
- Documentation Officer
- QA Manager
- Validation Manager
Quality Management System

- Set of interrelated or interacting elements of an organization to establish policies and objectives and processes to achieve QUALITY objectives
7 PRINCIPLES OF QUALITY MANAGEMENT

- Customer focus
- Leadership
- Engagement of People
- Process Approach
- Improvement
- Evidence-based Decision Making
- Relationship Management
QUALITY MANAGEMENT JOBS

- Quality Manager
- Compliance Manager
- Internal Auditor
- Lead Auditor
Total Quality Management

- Management approach of an organization, centered on quality, based on the participation of all its members and aiming at long-term success through customer satisfaction, and benefits to all members of the organization and to society.
Total Quality Management

- MANAGEMENT
- PEOPLE

- PROFIT & GROWTH

- SYSTEMS

- CUSTOMER MIND-SET

- TOTAL CUSTOMER SATISFACTION

- VALUE-ADDED ACTIVITIES
TQM Jobs

- TQM Manager
- Director of Quality
- Consultants
Business Excellence Models

- Malcolm Baldrige Award – USA
- Deming Prize – Japan
- European Quality Foundation - Europe
Business Excellence Models Framework

- Leadership
- Strategic quality planning
- Human resource development
- Process management
- Customer and market focus
- People satisfaction
- Quality and business results
- Impact on society
Business Excellence Models Jobs

- Quality Manager
- Assessors
- Consultants
Six-Sigma

A six-sigma initiative is a way to stress continual innovation and improvement in products, services, processes and behaviour.

It seeks to eliminate waste and to mistake proof the processes that create value for customers.
The Six-Sigma Concept

- A six-sigma level of performance means that there will be only 3.4 defects, or less per million opportunities for error.
Six-Sigma Certifications

- Green Belt
- Yellow Belt
- Black Belt
- Master Black Belt
Lean

- “A systematic approach to identifying and eliminating waste through continuous improvement, flowing the product at the pull of the customer in pursuit of perfection.”
- Also known as the Toyota system
The 8 Wastes

- Overproduction
- Waiting
- Transportation
- Non-Value-Added-Processing
- Excess Inventory
- Defects
- Excess Motion
- Underutilized People
Sustainability

• Sustainability – Defined
  – sustained success: result of the ability of the organization to achieve and maintain its objectives in the long term
Sustainability

ISO 9004:2009

- The sustained success of an organization is demonstrated by its ability to satisfy needs and expectations of its customers and other interested parties over the long term and in a balanced way.
Sustainability

- 1812 Citicorp
- 1837 Procter & Gamble
- 1847 Philip Morris
- 1850 American Express
- 1886 Johnson & Johnson
- 1891 Merck
- 1892 General Electric
- 1901 Nordstrom
- 1902 3M
- 1903 Ford
- 1911 IBM
- 1915 Boeing
- 1923 Walt Disney
- 1927 Marriott
- 1928 Motorola
- 1938 Hewlett-Packard
- 1945 Sony
- 1945 Wal-Mart
Sustainability

- Manager, Sustainability
- Manager, Corporate Social Responsibility
Why Changes?

- Customer expectations
- Technological change
- Global competition
- Market fragmentation
- Workforce changes
Why consider a career in quality

- Benefit #1: Learn valuable management strategies, and the mechanics of how companies operate.
- Benefit #2: Do you love the idea of business travel, getting away from the office, and getting the guided tour of some interesting organizations?
- Benefit #3: Increase your earning potential, and professional marketability to potential employers or within your current organization.
Why consider a career in quality

- Benefit #4: Seamless transition between diverse industries, or positions.
- Benefit #5: Follow your entrepreneurial spirit, and start your own consulting, or auditing business.

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Who Hires Quality Control Specialists? Where Do They Work?

- Federal, provincial/state and municipal government departments
- Manufacturing companies (including automotive, mechanical, electronics, etc.)
- Food production and distribution companies
- Oil, gas and mining companies
Who Hires Quality Control Specialists? Where Do They Work?

- Construction companies
- Energy and utility companies
- Pharmaceutical companies
- Educational institutions & hospitals
- • Self-employment (as a consultant)
Skills Needed to Become a Quality professional

- Verbal communication skills
- Ability to follow oral instructions
- Ability to calculate figures and amounts such as proportions, percentages, area, circumference, and volume
- Be able to work with different personality types
- Excellent interpersonal skills are necessary for pointing out errors in the work of co-workers
Skills Needed to Become a Quality professional

- Must be observant and pay attention to detail
- Must have the patience to complete lengthy inspections and reports
- Must be accurate when taking measurements and recording figures
- Must be able to utilize various computer programs effectively in order to record findings
- May need to be able to use technical equipment, such as microscopes and automated testing machines
Skills Needed to Become a Quality professional- Top level

- Strategic orientation
- Versatile and quick to learn
- Integrity and tactful (auditors)
- Analytical
- Good statistical capability (Six-sigma etc)
Other Fields

- Food Safety Management – ISO 22000 / HACCP
- Environmental Management System – ISO 14001
- Medical Laboratories QMS – ISO 15189
- Occupational Health & safety Management – OHSAS18001
“A man’s gift makes room for him and brings him before great men”
Proverbs 18:16 AMP

ACHIEVING CAREER SUCCESS

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The 10 Commandments of Career Success

1. Have a Vision
2. Know your product
3. Identify your customer
4. Develop your road map
5. Build your case
The 10 Commandments of Career Success

6. Commanding the hunt
7. Sell your product
8. Network for Net worth
9. Be organization (Record keeping)
10. Be power focused
Last words

“For I know the thoughts and plans I have towards you says the LORD, thoughts and plans for welfare and peace and not for evil, to give you hope in your final outcome”

Jeremiah 29:11
Bibliography


- Kassandra McGhee (2012), *The 10 Commandment of Career Success: How to have the Career you really Desire* available at www.scribd.com


Recommended websites: www.cqi.org & www.asq.org
By Grace, not by might..