Exercise: what do mean when we talk about quality?

25 minutes

Question

Everybody agrees that we must have “quality” but …

what does “quality” mean?

PUSH FOR
EMERGENCY
PUSH
TO LOCK

Exercise

- Individually – what is your definition (5 m)
- Pairs/Groups - agree on definition (10 m)
- Present your definition to the group (2 m)

Consider different points of view

- Doctor
- Nurse
- Patient
- Laboratory technician
- Donor
- Hospital manager
- Etc…

- Inspector: What would convince you as to the quality of the centre?

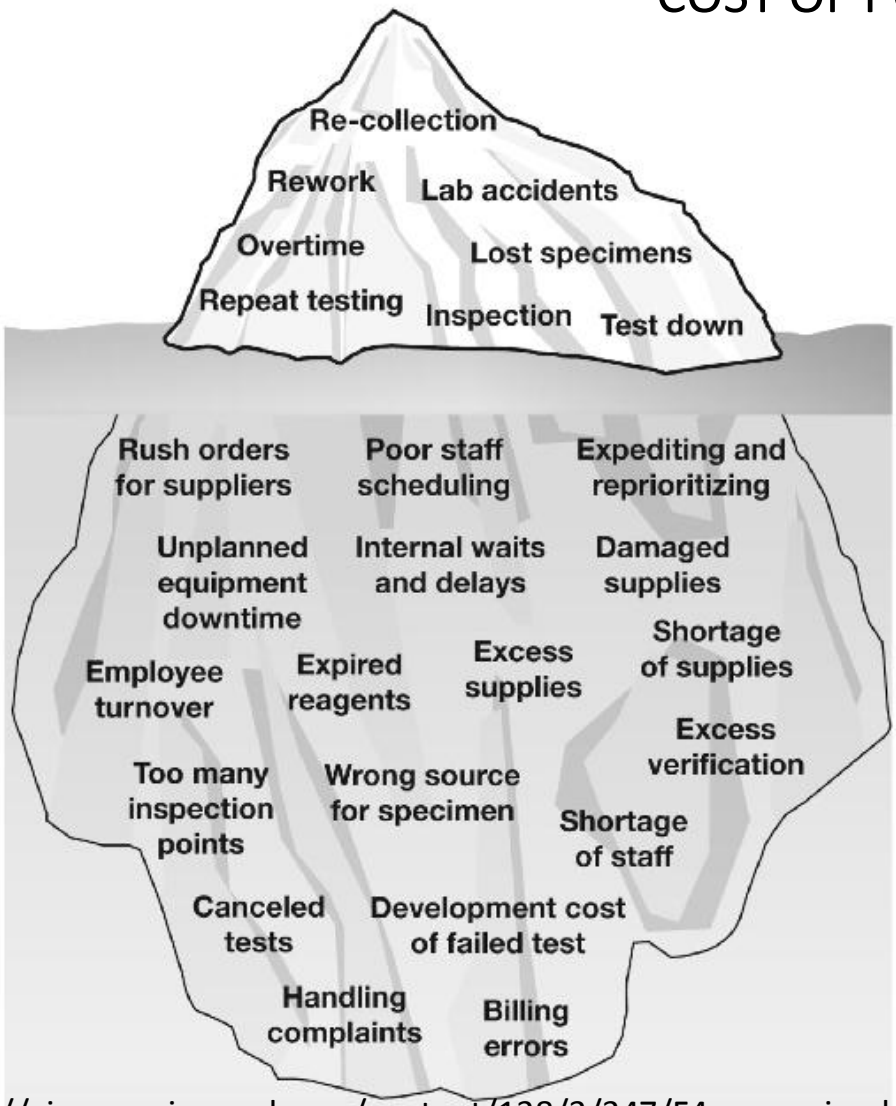
- Centre: How would you demonstrate quality to an external visitor?

- Go!

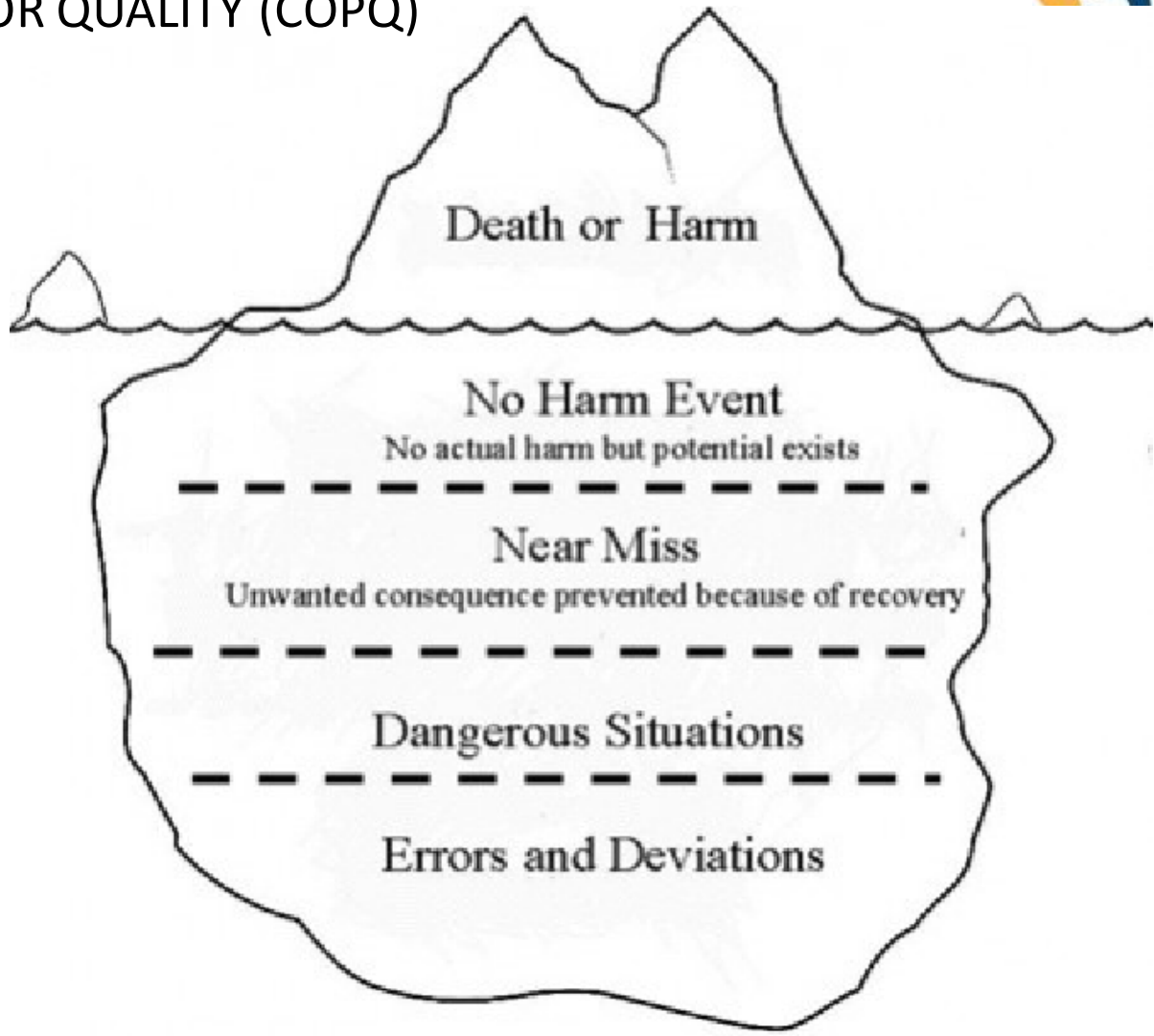
Consider different points of view

- Doctor
- Nurse
- Patient
- Laboratory technician
- Donor
- Hospital manager
- Etc…

COST OF POOR QUALITY (COPQ)



http://ajcp.ascpjournals.org/content/138/3/347/F4.expansion.html



http://www.taproot.com/archives/date/2010/07/page/2

Cost area		Description	Examples
Costs of control (Costs of conformance)	Prevention costs	Arise from efforts to keep defects from occurring at all	• Quality planning • Statistical process control • Investment in quality-related information systems • Quality training and workforce development • Product-design verification • Systems development and management
	Appraisal costs	Arise from detecting defects via inspection, test, audit	• Test and inspection of purchased materials • Acceptance testing • Inspection • Testing • Checking labor • Setup for test or inspection • Test and inspection equipment • Quality audits • Field testing
Costs of failure of control (Costs of non-conformance)	Internal failure costs	Arise from defects caught internally and dealt with by discarding or repairing the defective items	• Scrap • Rework • Material procurement costs
	External failure costs	Arise from defects that actually reach customers	• Complaints in warranty • Complaints out of warranty • Product service • Product liability • Product recall • Loss of reputation

http://en.wikipedia.org/wiki/Quality_costs