Exercise: what do mean when we talk about quality?

25 minutes

Question

Everybody agrees that we must have “quality” but …

what does “quality” mean?

SIA_OHSProf
7am via Twitter Web Client

"It's good to remain hydrated at a rest stop - take your pick" John Culvenor provides some laughs at #SIAMelb15

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?

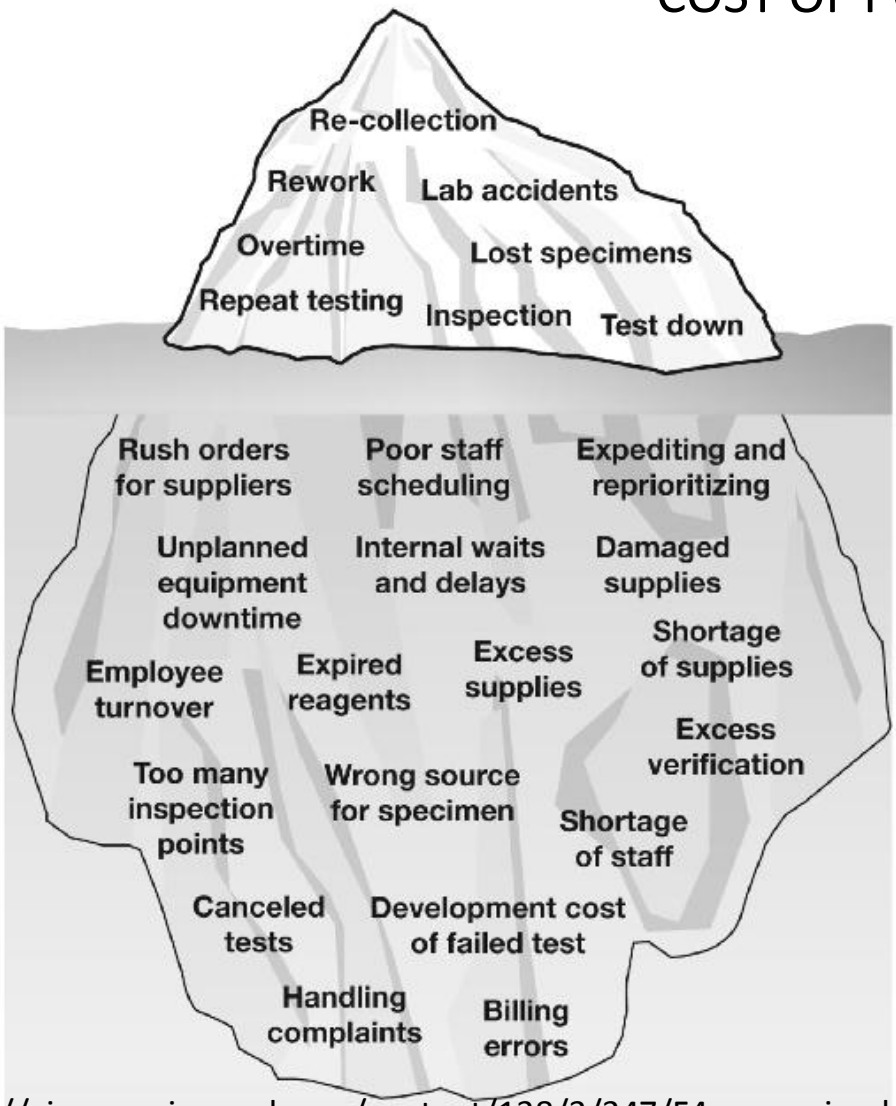
- Centre: How would you expect to demonstrate quality to an external visitor?

- Go!

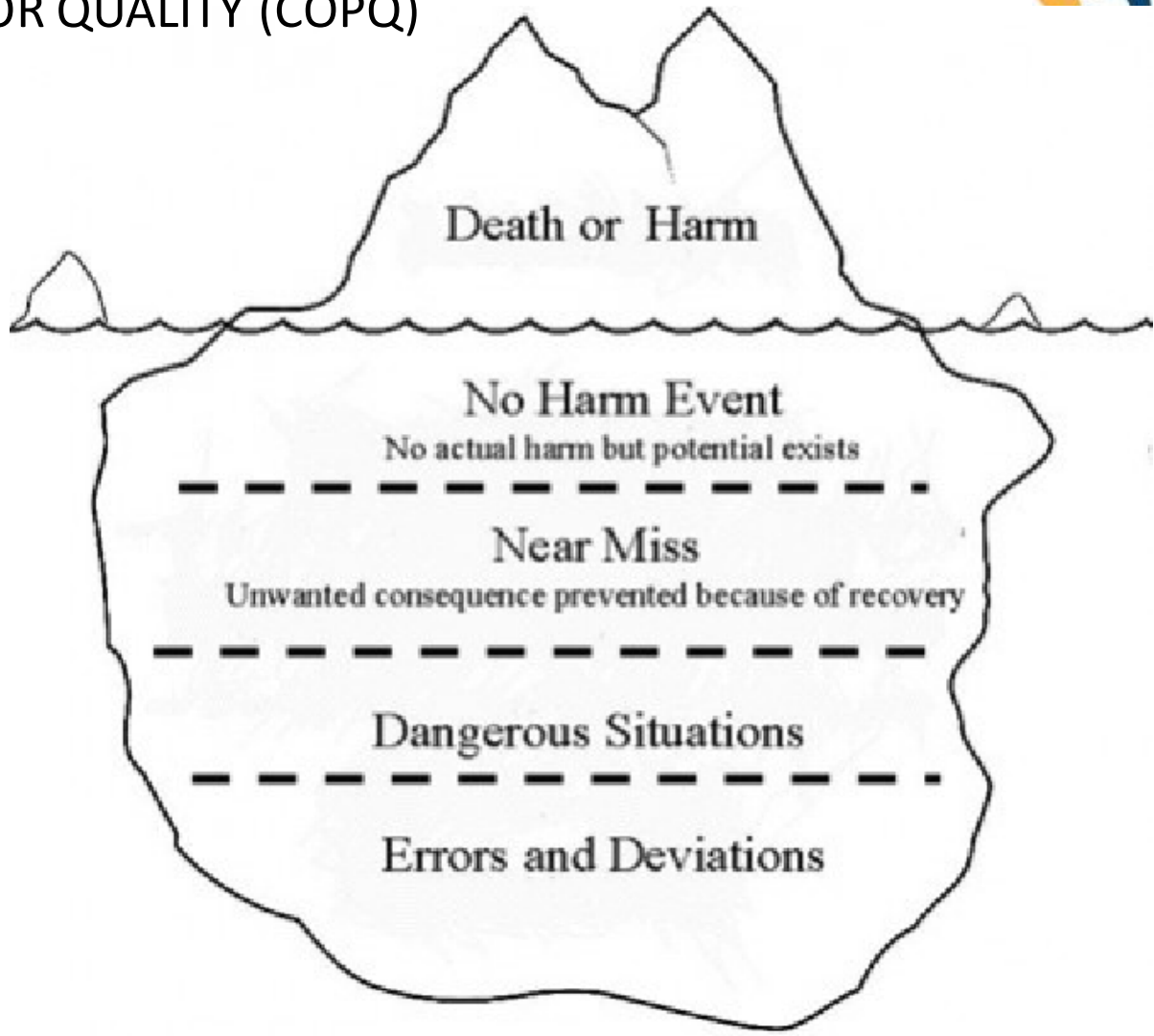
Consider different points of view

- 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

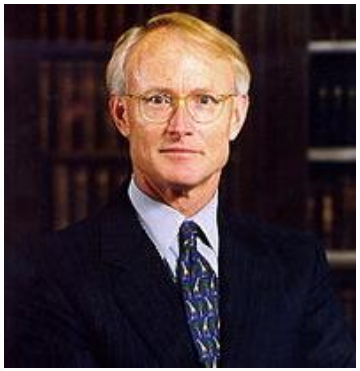


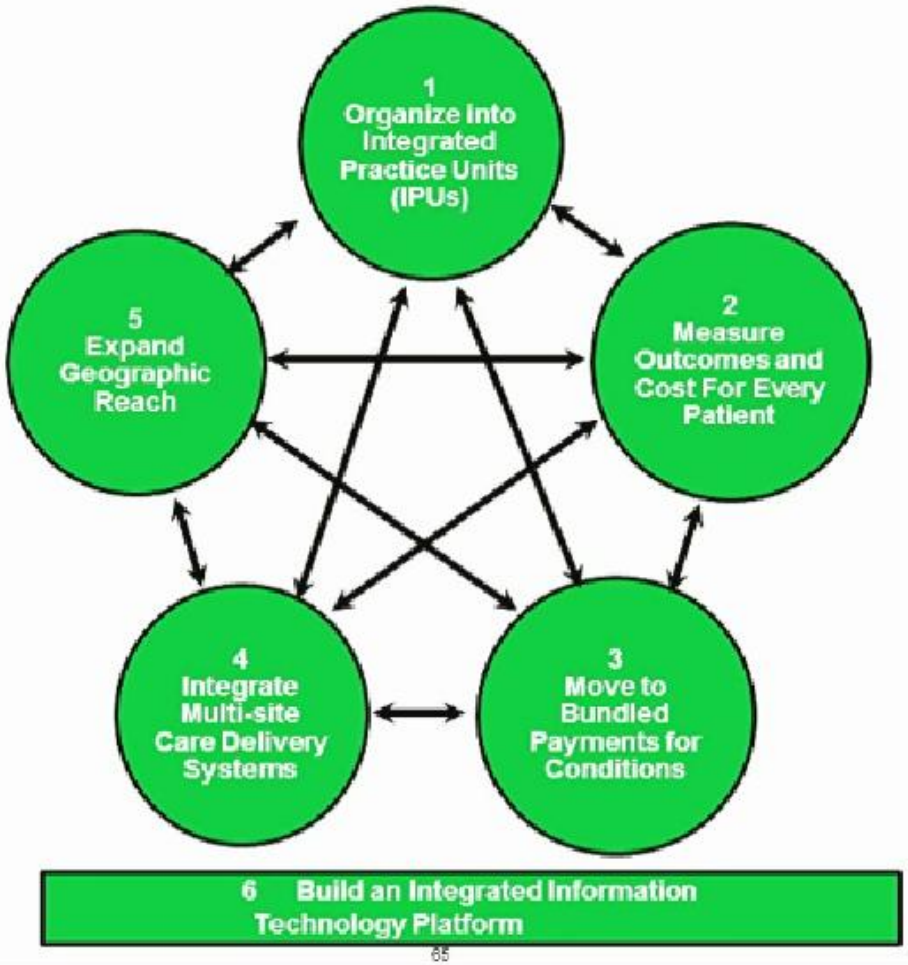
http://www.taproot.com/archives/date/2010/07/page/2

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

Michael Porter: ASCO Opening Session (May 30, 2015)





https://www.youtube.com/watch?v=GNVQGh0qrwo

Michael Eugene Porter (born May 23, 1947)[2] is the Bishop William Lawrence University Professor at The Institute for Strategy and Competitiveness, based at the Harvard Business School. He is a leading authority on competitive strategy and the competitiveness and economic development of nations, states, and regions. Michael Porter's work is recognized in many governments, corporations and academic circles globally. He chairs Harvard Business School's program dedicated for newly appointed CEOs of very large corporations.
https://en.wikipedia.org/wiki/Michael_Porter