PREFACE

There is only one journey, which is endless, the journey of quality excellence. Methods of this journey may change as may change the machinery. But the inner instinct, which every human being has received by birth, is to progress continuously. He always seeks to get more and more for which he tries to strive. And with this instinct he tries to innovate to improve the quality of work, environment, people which finally will result in his own improvement. Quality is not an accident. It is always the result of high intention, sincere efforts and intelligent direction and skillful execution. It represents the wise choice of alternatives.

In this thesis, few of such alternatives, which have led to improvement of quality, have been studied with reference to industries in Nashik.

Though quality movement started with Shewart’s Control chart in 1940, for us quality has always been present in our historical monuments, in artwork, products and literature.

Quality awareness has increased in the past two decades with competitions, global business and interest in quality circles, national quality awards and ISO standard activities.

To create, maintain and increase the market, most of the industries, big or small go for ISO certification. However the quality improvement is a continuous process. So even after obtaining ISO Certification, the industries tend to implement some quality system to maintain and improve the standard of their products or services. They need to implement such quality system with full sincerity, patience, hard work and perseverance. In this thesis, I have made an attempt to study four systems of quality management – Quality circle, UNIDO, TPM [Total Productive maintenance] and Six Sigma. The old and gold Quality Circle, the latest method followed by automobile industries
i.e. UNIDO, latest method which manufacturing industries in Nashik are trying to adopt i.e. TPM and Six Sigma. Six sigma, which believes in the say that if you can’t measure your performance you can’t improve it and thus, teaches the industries to measure their processes and improve them.

Quality circle is expected to begin at grass root level and it sustains only if there is top management support, whereas in case of other systems of quality management studied here, there is top down approach. Every system has its positive / negative points. This thesis does not aim at comparing these systems and to decide which is better. As the goal of all these systems is same, i.e. quality enhancement, we find some similarities in these systems. One thing is sure; together these systems can make the journey of quality improvement smoother, faster and more successful.