Quality control outline

Quality Control manual for logistics and supply chain management departments

1. Introduction
2. The term quality control refers to the various procedures that manufacture or service providers put in place to make sure that the products or services are in line with the specifications or requirements of the clients
3. quality control is a process that leads to the development of efficiency in the activities of organizations
4. ‘Six Sigma' is one of the advances that have been adopted by organizations to help organizations to manage their production exercises. It applies various pieces of data to remove defects from the processes
5. Role of leadership in quality management
6. The chief executive officer and the top managers have the responsibility of creation of an organizational culture
7. The mid-level officers such as line directors or managers have a function to make sure that the products, services and the procedures correspond with the quality standards
8. it is the responsibility of the middle-level management to acquire the relevant knowledge on quality controls
9. **General Quality Strategies and Tools**
10. **Establishment of customer expectations**
11. **Designing quality**
12. **Defining metrics**
13. **Market proofing**
14. **Kaizen**
15. **Six Sigma**
16. **Quality Tactics and the Logistics and Supply Chain Functions**
17. ***Tactics which are applicable internally***
18. ***Tactics available to be used externally by vendors***
19. **Roll-out plan**
20. *Communication plan*
21. *Recommended steps for personnel training*
22. *Stakeholders on board*
23. References