



A COMPETITIVE TOOL FOR PRODUCTION AND OPERATION MANAGEMENT AND QUALITY

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ABSTRACT

A product is said to be high in quality if it is functioning as expected and reliable. Quality control refers to activities to ensure that produced items are fulfilling the highest possible quality. Most of tools and techniques to control quality are statistical techniques. Quality control techniques can be classified into basic, intermediate, and advance level, but there is no consensus among researchers in the classification. Production and operations management is the process, which combines and transforms various resources used in the production and operations subsystem of the organization into value added product/services in a controlled manner as per the policies of the organization. Therefore, it is that part of an organization, which is concerned with the transformation of a range of inputs into the required having the requisite quality level. The paper analysis the look at the impact of quality control as a competitive tool for production and operation management. In the period of globalization and privatization firms are highly depend on the principle of total quality management to fight against their challenges of present market trends.. Quality can be defined as fulfilling specification or customer requirement, without any defect. This paper concludes that quality control management is mainly focused not only on product or goods, service quality, thus uses quality assurance and control of processes as well as goods to achieve more consistent quality.
