

REVIEW ON QUALITY CONTROL MANAGEMENT IN FOOTWEAR INDUSTRY**ES. Ezhil Arasu, RD. Singh****Footwear Design and Development Institute (FDDI),
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Chennai, Tamil Nadu.****Abstract:**

This article describes the Quality Management system in Footwear Industries. A person's health habit also depends on wearing Footwear. So it's the responsibility of the Industry to provide a good and quality Footwaer. In order to manufacture such one good quality systems are to be adopted. This involves planning, executing, checking and correcting the error. When this cycle is properly maintained the quality will result and the customer satisfaction will be the output.

Key words:

Quality: Measure and Control a system of routine technical activities (zero defects)

ISO: International Organisation for Standardization

Introduction

Managing quality is the best way of satisfying customers and of course a difficult task too. The Footwear is a highly diverse category with thousands of models that use a wide range of materials and require a number of different production processes. The peoples, now a day, demanding different models with good quality. To compete in the market quality is the key factor for an enterprise. This article reviews

on the quality control management in the footwear industries.

What is Quality?

“Delighting the customers by fully meeting their needs and expectations”. These may include performance, appearance, availability, delivery, reliability, maintainability, cost effectiveness and price. The organisation knows what are the needs and expectations of the customer. Having them identified, the organisation must understand them and measure its own ability to meet them. “Quality starts with market research – to establish the true requirement for the product or service and the true need of the customer”. However, for an organisation to be really effective, its quality must span all the functions, people, departments and activities to be in a common language for improvement.

What is Quality Control?

Quality Control (QC) is a system of routine technical activities, to measure and control the quality of the inventory as it is being developed. The QC system is designed to:-

- i. Provide routine and consistent checks to ensure data correctness and completeness.

ii. Identify and address the errors & take corrective measures and preventive action.

iii. Correct documentation of inventory material and record all QC activities.

QC activities include general methods such as accuracy checks on data and their calculations, measurements, estimating uncertainties, information categories, activity and emission factor data and method.

Quality Control is the more traditional way that business have used to manage quality. Quality control is concerned with checking and reviewing work that has been done. Hence, it is the best way of a business to manage quality.

There are three main points during the production process when inspection is performed:

- i. When raw material are received prior to entering production.
- ii. When products are going through the production process.
- iii. When production is finished – inspection takes place before products are dispatched to customers. (The problem with this inspection is that it doesn't work well)

There are several problems with the inspection under traditional quality control:

- i. The inspection process does not add any "value". If there were any guarantees that no defective output would be produced, then there would be no need for an inspection process in the first place.
- ii. Inspection is costly in terms of both tangible and intangible. For example: Materials, labour, time, employee, morale, customer goodwill, last sales.
- iii. It is sometimes done too late in the production process. This results in defective or non-acceptable goods actually being received by customers.

iv. It is actually done by the wrong people – by a separate "Quality Control Team" rather than the workers themselves.

v. Inspection is often not compatible with more modern production techniques. (Just in time manufacturing), which do not allow time for much inspection.

vi. Working capital is tied in stocks which cannot be sold.

vii. Quality Control is the systematic process of ensuring that all the goods and services offered by a business meet standard parameter to attract and satisfy the customers. Quality Control involves the examination of a product or process for certain minimum levels of quality. The goal of a quality control team is to identify products which do not meet company's specified standards of quality. If a problem is identified, just stop the production temporarily, depending on the types of problems.

Practical considerations in developing Quality Control System:-

Implementing QC procedures requires resources, expertise and time. In developing any QC system, it is expected that judgement will need to be made on the following:-

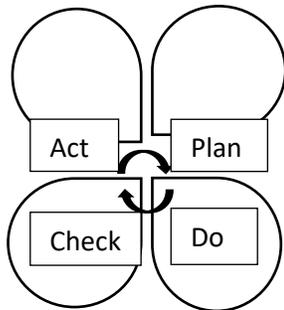
- i. Resources allocated to QC for different source categories and the compilation process.
- ii. Time allocated to conduct the checks and reviews of emissions estimates.
- iii. Availability and access to information on activity data and emission facts, including data quality.
- iv. Procedures to ensure confidentiality of inventory and source category information data quality.
- v. Frequency of QC checks on different parts of the inventory the level of QC for each source categories.
- vi. Whether increased effort on QC will result in improved and reduced uncertainties.

- vii. Whether sufficient expertise is available to conduct the checks and reviews.

Quality Control requirements, improved accuracy and reduced uncertainty need to be balanced against requirements for timelines and cost effectiveness.

Quality Management:-

“An effective system for integrating quality development, quality maintenance and quality improvement efforts of the various



- Plan what is needed
- Do it
- Check that it work

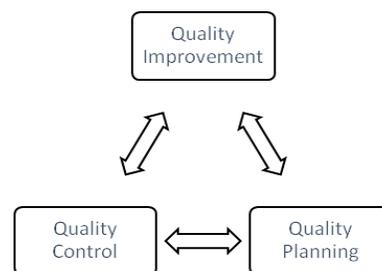
Encourage a systematic approach to problem solving and promoted it widely known Plan, Do, Check, Act (PDCA) cycle. The PDCA cycle is also known as the Deming Cycle, although it was developed by a colleague of Deming, Dr. Shewhart. It is a universal improvement methodology, the idea being to constantly improve and reduce the difference between the requirements of the customers and the performance of the process. The cycle is about learning and ongoing improvement, learning that works and what does not in a systematic way and

Quality is associated with customer satisfaction and dissatisfaction with the product and emphasized the necessity for ongoing quality improvement through a small improvement projects carried out throughout the organisation. These ten steps to quality improvement are:-

groups within an organisation, so as to enable production and service at the most economical levels that allow full customer satisfaction”.

A Business method proposed three steps to quality:

- Quality Leadership
- Modern Quality Technology
- Organizational Commitment



- Act to correct any problems or improve performance

the cycle repeats after one cycle is complete, another is started.

Good Quality management requires quality actions to be planned out, improved and controlled. The process achieves control at one level of quality performance then plans are made to improve the performance on a project by project basis using tools and techniques such as Pareto Analysis.

This activity eventually achieves break through to an improved level, which is again controlled to prevent any deterioration.

- i. Build awareness of the need and opportunity for improvement.
- ii. Set goals for improvement.
- iii. Organize to reach the goals.
- iv. Provide training.
- v. Carry out projects to solve problems.
- vi. Report progress.
- vii. Give recognitions.
- viii. Communicate results.

- ix. Keep record of improvement achieved.
- x. Maintain momentum.

Concentrate not on the end customer but on other external and internal customers. Each person along the chain form project design

According to Armand V Feigenbaum:

“An effective system for integrating quality development, quality maintenance and quality improvement efforts of the various groups within an organisation, so as to enable production and service at the most economical levels that allow full customer satisfaction”. A business method proposed three steps to quality:-

- Quality leadership
- Modern Quality technology
- Organisational commitment

According to Philip B Crosby – “Quality is free” and “zero defects” and his quality improvement process is based on-

- Quality is conformance to requirements.
- The system of quality is prevention.
- The performance standards is zero defect.
- The measurement of quality is the price of non-conformance.



The basic steps of Quality improvements:

- i. Management is committed to a formalised quality policy.
- ii. Form a management level quality improvement team (QIT) with responsibility for quality improvement process, planning and administration.
- iii. Evaluate the cost of quality and explain its use as a management tool to measure waste.

section to cutting, closing, component, lasting, finishing, final QC and packaging is a supplier and a customer. In addition, the person will be a process, carrying out some transformations or activity.

- iv. Raise quality awareness and personal concern for quality amongst all employees.
- v. Take corrective actions using established formal systems to remove the root cause of problems.
- vi. Establish a zero defects committee and programs.
- vii. Provide training to all employees in quality improvement.
- viii. Hold a zero defects day to broadcast the change and as a management recommitment and employee commitment.
- ix. Encourage individuals and groups to set improvement goals.
- x. Encourage employees to communicate to management any obstacles they face in attaining their improvement goals.
- xi. Give formal recognition to all participants.
- xii. Establish quality councils for quality management information sharing.
- xiii. Do it all over again – form a new quality improvement team.

Introduction of ISO-9000 quality management system

ISO-9000 is a family of standards for quality management system. ISO-9000 is maintained by ISO, the International Organisation for Standardization and is administered by Certification bodies. Some of the requirements in ISO-9000 (which is one of the standards in the ISO 9000 family) include:-

- A set of procedures that cover all key processes in the business.

- Monitoring processes to ensure they are effective.
- Keeping adequate records.
- Checking output for defects with appropriate and corrective action where necessary.
- Regulatory reviewing individual processes and the quality system itself for effectiveness.
- Facilitating continual improvement.

A company or organisation that has been independently audited and certified to be in conformance with ISO-9000 may publicly state that it is “ISO-9001 certified” or “ISO-9001 registered”. ISO-9000 includes the following standards.

ISO – 9000-2000 Quality Management System:

It covers the basis of what quality management systems are and also contains the core language of the ISO-9000 series of standards.

ISO – 9001-2000/ ISO – 9001-2008 Quality Management System:

Requirements is intended for use in any organisation which design develops, manufactures, installs and provide services of any product or provide any form of services. It provides a number of requirements which an organisation needs to fulfil if it is to achieve customer satisfaction through consistent products and services which meet customer expectations.

ISO – 9004-2000 Quality Management

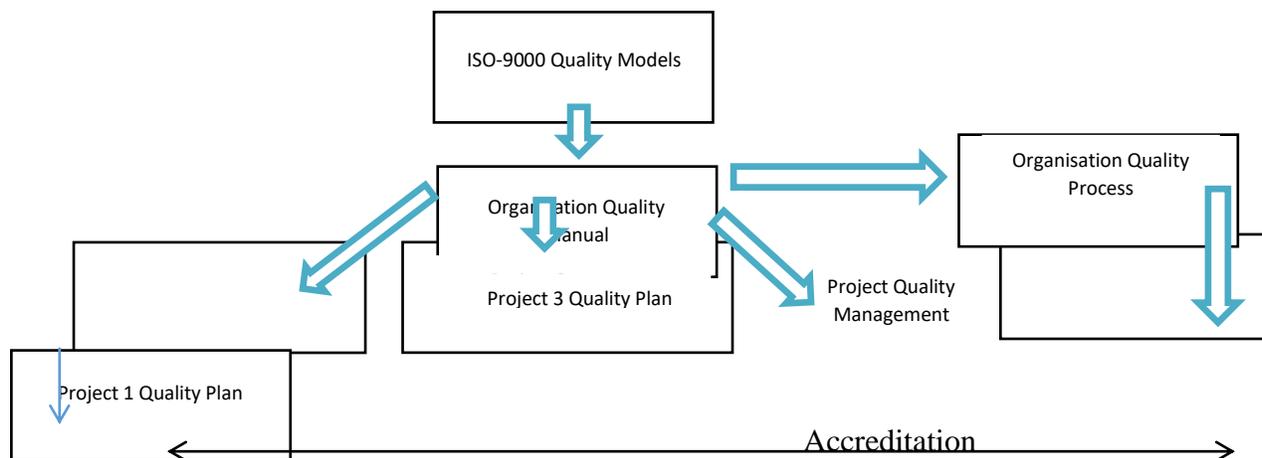
System:

It provide guidelines for performance improvements. It gives you advice on what you could do to enhance a mature system. It is not intended as a guide to implementation. Note that the previous members of the ISO-9000 family, 9001, 9002 and 9003 have all been integrated into 9001. In most cases, an organisation claiming to be an “ISO-9000 registered” is referring to ISO-9001.

The quality policy is a formal statement from management, closely linked to the vision, mission, business and marketing plan and to customer’s needs. The quality is understood and followed at all levels and by all employees. Each employee needs measurable activities to work towards. Decisions about the quality system are made based on recorded facts and the system is regularly audited and evaluated for conformance & effectiveness.

Records should show how and where raw materials and products were processed, to allow products and problems to be traced to the source. You need a documented procedure to control quality documents in your company. Everyone must have access to up to date documents and be aware of how to use them.

To maintain the quality system and produce better products you need to provide suitable infrastructure, resources, information, equipment, measuring and monitoring devices and environmental conditions.



Certifications:

ISO does not itself certify organisations. Many countries have formed bodies to authorized certification bodies, which audit organisations applying for ISO-9001 compliance certification. Both the accreditation bodies and the certification bodies charge fees for their services. The various accreditation bodies have mutual agreements with each other to ensure that certificates issued by one of the Accredited Certification Bodies (CB) are accepted world-wide.

Advantages of ISO-9001 certification: - It is widely acknowledged that proper quality management improves business, often having a positive effect on investment, market share, sales growth, sales margins, competitive advantage and avoidances of litigations. According to the Providence Business News, implementing ISO gives the following advantages-

- i. Create a more efficient, effective operation.
- ii. Increase customer satisfaction and retention.
- iii. Reduce audits.
- iv. Enhance marketing.
- v. Improve employee motivation, awareness and morale.

- vi. Increase profit.
- vii. Reduce waste and increase productivity.

Today's service sector driven economy, more and more companies are using ISO-9000 as a business tool. Through the use of properly stated quality objectives, customer satisfaction surveys and a well-defined continual improvement program companies are using ISO-9000 processes to increase their efficiency and profitability.

Conclusion

The way of maintaining the quality reflects in our product. It is our duty in the maintenance of good quality on leathers, tanners and leather products which are the corner stones of the industry.

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