Quality Assurance

There is an expression "Quality is Free"

This is true if it stops errors and mistakes reaching the customers as returns and failures outside the company are much more expensive than corrections inside.
All external problems involve one or more of the following:
Travel
Postage
Repair time
Replacement parts
Finance costs of invoices and repayments, passing through the account
Administration time sorting out paperwork and payments
Administration time sorting out procedures

Good QA can be paid for out of these expenses saved. Hence "Quality is Free"

However if the job was carried out correctly in the first instance, QA would be minimal 100% and would cost the company as an extra stage in production / repair

Every product has a cost penalty

Goods In – Storage – Quality – Goods Out – running costs area about 11% in Viamed

This assumes no QA maintenance, and no substantial rejects
We can have a perfect QA system but it costs:
Meeting times
Procedures
Time for Quality
Time for perfection
Most systems can be 95% correct and maintained at this level at a low cost
The other 5% can absorb massive resources of time and energy

We need to ensure:
Our system produces good quality, trouble free products
It is maintained in line with legislative requirements
It is maintained in line with our requirements
It does not place us at a competitive disadvantage

We can over-engineer, over-manufacture and over-QA until our products cannot be sold on the market
We need to get the balance right:
1.   Procedures correct
2.   Procedures adhered to
3.   Product manufactured / repaired in line with procedures
4.   All meetings productive and recorded and economical with time
5.   Actual Quality before administration of Quality

2004 / 05 offers an opportunity for growth in sales / production and repairs, if we can reduce, and maintain cost levels