



SNS COLLEGE OF TECHNOLOGY

(An Autonomous Institution)

Approved by AICTE, New Delhi, Affiliated to Anna University, Chennai

Accredited by NAAC, UGC with 'A++' Grade (Cycle III) &

Accredited by NBA (B.E., CSE, EEE, ECE, Mech & B.Tech.IT)

COIMBATORE, 641 035, TAMIL NADU



DEPARTMENT OF AEROSPACE ENGINEERING

19MEE304 Total Quality Management

Topic: Industrial Examples of Quality Statements

Introduction to Quality Statements

Quality statements are formal declarations that define an organization's **commitment to quality**, its objectives, and how it ensures quality in its products and services. These statements typically include:

1. **Quality Policy** – The overall commitment to quality.
2. **Quality Objectives** – Measurable goals to achieve quality.
3. **Quality Mission & Vision** – The long-term perspective on quality.
4. **Quality Principles** – The core philosophies followed by the organization.

Examples of Quality Statements from Leading Industries

A. Automotive Industry – Toyota

- **Quality Policy:**
"Our commitment is to ensure safety, reliability, and sustainability in every vehicle through continuous improvement and customer feedback integration."
- **Implementation:**
 - Toyota follows **Total Quality Management (TQM)** principles.
 - Uses **Kaizen (Continuous Improvement)**.
 - **Just-in-Time (JIT)** to reduce waste and enhance efficiency.
- **Example Outcome:**
 - Toyota has the **lowest recall rates** due to strict adherence to **quality control standards**.

B. Aerospace Industry – Boeing

- **Quality Statement:**
"Ensuring safety, performance, and regulatory compliance through rigorous quality standards and continuous process improvement."
- **Implementation:**
 - Uses **Six Sigma** for defect reduction.
 - Implements **AS9100 standards** (Aerospace QMS).
 - **Supplier quality audits** to ensure part reliability.
- **Example Outcome:**

- Development of the **Dreamliner (787) with advanced materials** for efficiency and safety.

C. Electronics Industry – Samsung

- **Quality Policy:**
"Innovate with reliability, ensuring every product meets international quality standards through precision engineering and rigorous testing."
- **Implementation:**
 - Uses **Failure Mode and Effects Analysis (FMEA)** for defect prediction.
 - **ISO 9001 and Six Sigma** for quality control.
 - **Automated testing labs** to simulate real-world conditions.
- **Example Outcome:**
 - Achieved **95% defect-free production** in semiconductor manufacturing.

D. Healthcare Industry – Johnson & Johnson

- **Quality Statement:**
"We are committed to delivering safe, effective, and innovative healthcare solutions that enhance lives globally."
- **Implementation:**
 - **FDA and ISO 13485 compliance** in medical devices.
 - **Robust pharmacovigilance systems** for drug safety.
 - **Lean Six Sigma** for process optimization.
- **Example Outcome:**
 - Maintains **100% traceability** of medical products.

E. Software Industry – Microsoft

- **Quality Mission:**
"Deliver secure, reliable, and innovative software solutions by integrating continuous feedback, testing, and AI-driven improvements."
- **Implementation:**
 - Uses **Agile and DevOps** for continuous quality improvement.
 - **Automated testing frameworks** ensure software robustness.
 - **ISO 27001 for cybersecurity compliance.**
- **Example Outcome:**
 - **Microsoft Azure** has **99.99% uptime**, ensuring global reliability.

Common Elements in Industrial Quality Statements

- **Customer-Centric Approach:**
 - Example: **Apple's design philosophy** focuses on user experience.
- **Data-Driven Decision Making:**
 - Example: **Tesla uses AI & IoT** for predictive maintenance.
- **Continuous Improvement (Kaizen):**

- Example: **Ford applies Six Sigma** for process enhancements.
- **Compliance & Standards Adherence:**
 - Example: **Airbus follows AS9100D aerospace quality certification.**

Conclusion

Quality statements serve as a foundation for an organization's quality culture. Industries implement **TQM, Six Sigma, Lean, and ISO standards** to maintain product excellence. Companies that integrate **quality into their core processes** gain **competitive advantages, higher customer trust, and operational efficiency.**