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**QUALITY STRATEGIES FOR THE IMPROVEMENT OF LARGE INDUSTRIES**

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**INTRODUCTION**

In the present work we will research and announce new strategies for the small, medium and large industries that can be used for a continuous improvement of product quality. Research will be a path and an alternative for industries to make the products that produce and provide to millions of people every day have the best quality, and all this to help the progress and successful growth of a specific industry and the overall market of industries in general. The high quality standards can be achieved taking into account strategies such as the 5 M in order to identify the problem or the problems that affect product quality and also strategies of the 5 S in order to help organize the workstation. These solution strategies will be evaluated and applied in a company located in the city of Monteria called Servíoslo.

**APPROACH**

The research begins when we realize the poor quality of the products that some companies offer nowadays. With respect to what is perceived, we decided to seek the reason for this, which are many, but the most important reason is the poor internal organization handled by the industry which makes the process be impaired, and thus also the result. Consequently, we began the development of strategies for improvement; these make a lot of reference to the internal organization, which will enable the company to handle those bottlenecks and cope more easily.

**JUSTIFICATION**

Having knowledge on the subject allow us to be aware of small things that greatly affect a company’s products that often make these companies fail and reach bankruptcy. For this reason, when we realize that issues such as the environment and poor social relationships can affect the health of workers and therefore their efficiency, affecting at the same time product quality and teamwork.

**OBJECTIVES**

General.

Search strategies for the high quality in services and products offered by the industries, whether they be small, medium or large companies. Besides, it is sought to create alternatives of solution so that over the time the imperfect products reduce their number to 0.

Specific

* Create strategies in order to optimize the work in companies and industries.
* Reduce the amount of bad or faulty products in order to achieve a high standard of quality.
* Make the productivity be totally efficient.
* Make the most of the machines and the profile and capacities of employees in order to be able to improve processes.
* Adopt a discipline in the companies that help themselves to do their job much better.

**THEORETICAL FRAMEWORK**

In small, medium and large companies quality is a very important element to highlight, since it is what makes the company successfully grow and earn money. Without quality of the services offered, people will not buy and if they do not buy, companies will not sell, and if they do not sell they will go bankrupt due to the lack of money; this is why it is so important to provide the best quality to customers.

Quality goes together with many other factors such as the machines, the organization, the environment, the work environment, some health problem, management, among other important factors. However, we wanted to highlight in this document that organization is a fundamental part to the success of a company, if it fails, quality and other important factors can be severely affected and this eventually leads to inefficient products and services.

Between what was taken into account for this research there is the performance with and without such strategies and in the results we notice that they are absolutely different.

In order to improve the product quality, first we should research and then deal with all the aspects that affect mainly this quality, for example it can be initiated by checking the machines, the raw material, suppliers, the workers and the workplace.

The method of the 5 S is a primordial strategy in order to improve the workstation. It is mainly a practice of quality designed in Japan referred to the “Integral Maintenance” of the company, not only of the machinery, equipment and infrastructure but also of the maintenance of the work environment by everyone. This is usually called “housekeeping”.

This methodology that develops itself in 5 steps:

**Seiri (to delete):** The first “S” refers to removing everything that is not necessary within the work section. This primary step is an excellent way of creating floor space, throwing thing away and on top of that, it helps to change the “in case of” way of thinking.

**Seiton (to organize):** Is the second “S” and it focuses on efficient and effective storage systems. “A place for everything and everything in its place.”

**Seiso (to clean):** This step really creates a good feeling of property with the workers. At the same time, obvious problems that were before concealed because of the mess and filthiness begin to reveal themselves. This way, oil leaks, air, cooling, elements with excessive vibration or temperature, contamination risks, malformed or broken elements, etc. become clear. These things when not attended can lead to an equipment failure and production losses, elements that affect the utility of the company.

**Seiketso (to standardize):** While implementing the 5S’s, we have to concentrate on standardizing the best ways of working in every work section. We allow the workers to participate in the development of these standards or norms. They are very valuable sources of information concerning their work, but are frequently not taken in account.

**Sitsuke (discipline):** This will without doubt be the most difficult “S” to achieve and implement. It is within the human nature to resist the change various organizations have found themselves in a dirty and filthy workplace after having tried to implement de 5S’s. The trick is to establish a series of norms or standards within the organization of the work section.

Other strategies:

* **Identify the problems:** make a list of the bottlenecks, the problems in every sector, work problems (individual and in group). Every problem found must be listed so that they will never be overseen. Always remember, the most little of details can cause enormous defects.
* **Classify sectors:** what problem in which sector. First, we will organize the problems and determine from which process to which process they go, this way, we organize the bottlenecks in a better way and solve the problems in a consecutive way.
* **Analyze the problems:** analyzing the problems one by one to see which effective solutions they have. In this analysis, the causes and effects that the problems have had, must be written down and specified. This is to find out where the problem comes from and see which process it affects, this way we can better understand what must be done better.
* **Resolve problems:** after having identified the causes, we move on to evaluating some alternatives. We will not have a solution for every problem; we will have various solution to a problem. Unusual but effective, if a better does not get solved in a certain way, it might be solved in another.
* **Solutions and implementation:** we write down all the solutions in a consecutive way, this to terminate all problems. This plan includes all the before thought of alternative solutions. It will be very efficient because it will be written down process by process and problem by problem. Now that we have the plan, we will go and see which results we can obtain.
* **Evaluation of the results of the alternative solutions:** after having proposed the plan and having carried it out, we see the obtained results. Obviously after having evaluated various times and after having decided which ones were the best alternatives. We have to write down the obtained results.
* **Repeat the cycle:** we have to make sure that this list of strategies will be repeated monthly or bimonthly, according to company policy, to make sure that within a certain period of time, the problems and strategies will be reduced to 0 and therefore avoiding problems that stand in the way of 100% quality.

**RESULTS AND EVALUATION**

The strategies where implemented in a small and medium sized company called Servíoslo in the town of Montería. Quality when up from 67% to 89%. They realized that the major difficulty and had put the quality of the products at risk the most was the bad atmosphere at the workplace, which affected the moral, the health and the efficiency of every worker. The aspects they found were following:

* The workplace was in bad shape, bad paintwork and organization of the shop window, little ventilation and little positive work spirit coming for the workers.
* The workers were not feeling well because of the constant heat, thirst, annoyance and sleep.

Following strategies were used:

* Implementation of the 5S´s at the workplace
* Installation of a fan in the ceiling in the main hall and 2 more in the factory
* 2 water dispensers were bought to ease down the thirst or whichever problem caused by the heat.
* During a Sunday which is a resting day, a group activity was performed followed by diner. This way, the tension on the work floor eased down.
* The whole workplace was painted white so that it looks more comfortable and attractive to the clients. Another shop window was bought and bags and shoes were stalled out so that the people passing by could see them and decide what they want to buy.

**CONCLUSIONS**

After implementing all the strategies, they arrived to the conclusion that de quality of the products is very important to keep a company going. A lot of things can affect the quality of the product but after implementing certain strategies, those problems can be solved.

And finally, in the case of Servíoslo, the quality of the products got better from the moment they started treating their problems. By bettering the workplace and the atmosphere at work by implementing the 5S´s, the workers are better motivated to do their work and to do it in a proper and good way. This month only 4 items were brought back while before they had an average of approximately 25 to 30 items brought back due to bad product quality. This shows a great and important improvement in the company.

**WEBGRAPHY**

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