

# **COST OF POOR QUALITY AND SUPPLIERS**

## **– VIDEO SUMMARY –**



### **DCVMN – Hyderabad, India**

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1. Watch the video.
2. Briefly discuss within the group and summarize the main aspects shown to consider during an audit.
3. You may add personal experiences or thoughts to highlight the point.



- Quality is not an act but a habit. (Aristotle)
- When company's growth plans are not in line with quality objectives and requirements (Toyota case).
- Quality is the result of a carefully constructed cultural environment (Philip Crosby).
- Quality can mean the difference between excellence and disaster.
- Factual approach to decision making (e.g. Quality Metrics).



- System (process) approach to management. Understand other input into your work.
- Quality means doing right (the first time) when no one else is looking (Henry Ford).
- Have a mutually beneficial supplier relationship. Ensure that your suppliers are able to deliver optimal results.