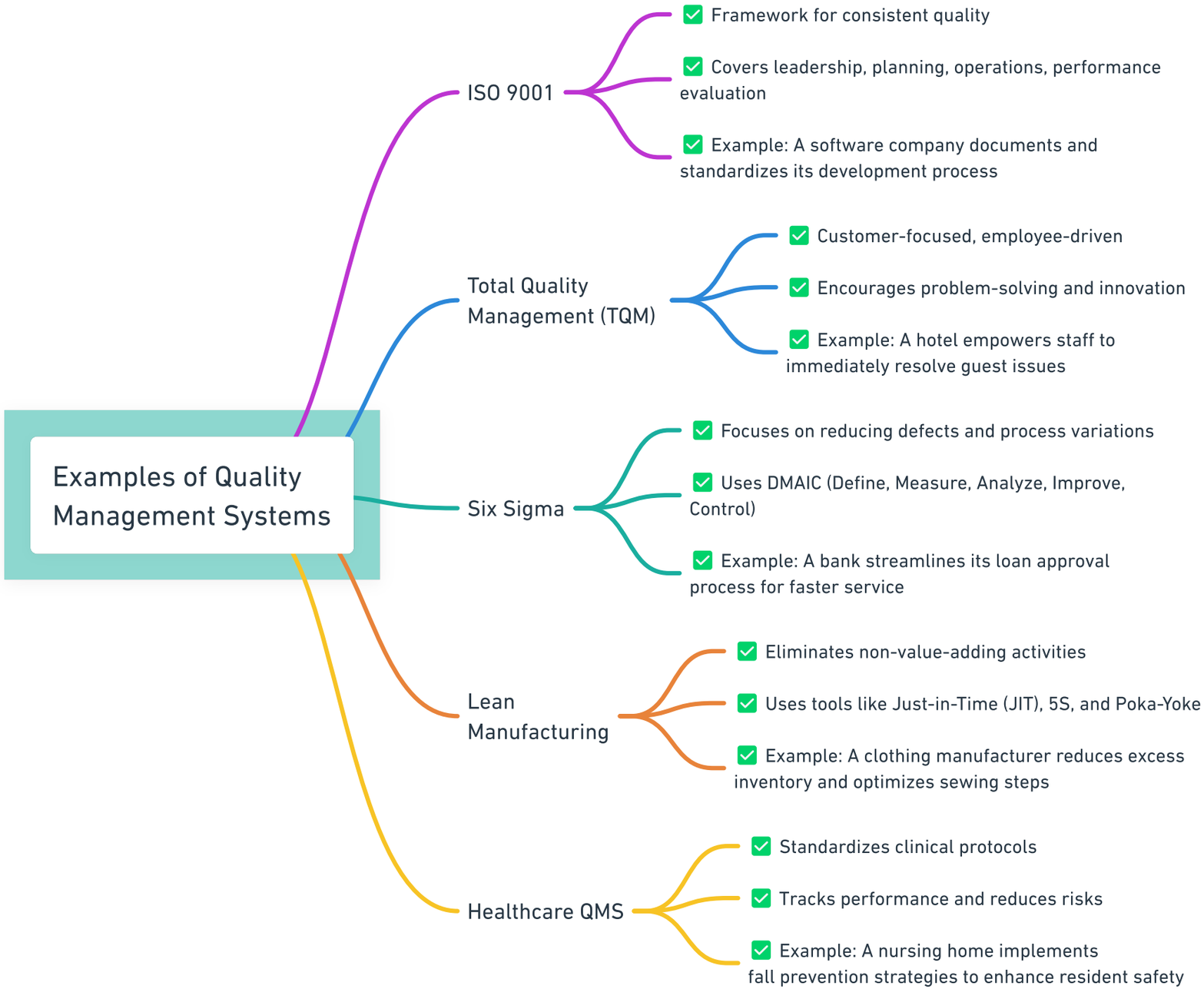
Examples of Quality Management Systems
ISO 9001
Framework for consistent quality
Covers leadership, planning, operations, performance evaluation
Example: A software company documents and standardizes its development process
Total Quality Management (TQM)
Customer-focused, employee-driven
Encourages problem-solving and innovation
Example: A hotel empowers staff to immediately resolve guest issues
Six Sigma
Focuses on reducing defects and process variations
Uses DMAIC (Define, Measure, Analyze, Improve, Control)
Example: A bank streamlines its loan approval process for faster service
Lean Manufacturing
Eliminates non-value-adding activities
Uses tools like Just-in-Time (JIT), 5S, and Poka-Yoke
Example: A clothing manufacturer reduces excess inventory and optimizes sewing steps
Healthcare QMS
Standardizes clinical protocols
Tracks performance and reduces risks
Example: A nursing home implements fall prevention strategies to enhance resident safety