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# The Importance of Standards and Quality Control

A Presentation

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# Standards

- A standard is a set of specifications or guidelines to ensure that a product, service or process does what it is supposed to do.
- They are developed by establishing a common standard through repeated and consistent use.
- Standards are therefore used as tools to facilitate trade, enhance safety and health, improve productivity, protect the environment, and transfer and create technology



# Reasons for Developing standards

## 1. *Fitness for purpose*

- It is the ability of the process, product or service to fulfil a defined purpose under specific conditions. Any product, process or service is intended to meet the needs of the user.
- Standards help by identifying the optimum parameters for the performance of a process, product or service (e.g. product standards) and the method for evaluating product conformity (such as test method standards and quality control standards).

# Reasons for Developing standards

## 2. Interchangeability

- The suitability for a process, product or service to be used in place of another to fulfil a relevant requirement is called interchangeability.
- Through a deliberate standardization process, it is possible to make processes, products or services inter- changeable, even if they are created in different countries.

# Reasons for Developing standards

## 3. Variety reduction

- Variety is the spice of life. Large number of varieties for a particular process, product or service may be helpful to consumers and enable them to select the most appropriate.
- Variety reduction is one of the aims of standardization for the selection, inter alia, of the optimum number of sizes, ratings, grades, compositions and practices to meet prevailing needs.



# Reasons for Developing standards

- **4. Compatibility**

- Parallel developments of processes, products or services, which are required to be used in combination, pose problems if they are not compatible. One of the aims of standardization is *compatibility*, namely, suitability of processes, products or services to be used together under specific conditions to fulfill the relevant requirements, without causing unnecessary interaction.

- **5. Transfer of technology**

- Standards act as a good vehicle for technology transfer.

# Reasons for Developing standards

- **6. Guarding against factors that affect the health and safety of consumers**
- Safety of the process, product or service is of great importance if, under certain conditions, the use of the process, product or service may pose a threat to human life or property
- **7. Removal of trade barriers**
- Standards prevent such non-tariff barriers to trade by harmonizing requirements in a manner that promotes fair competition. Purchasers can be convinced about the quality level of a product that has been manufactured according to a recognized standard.

# Reasons for Developing standards

- **8. Better communication and understanding**
- Since standards contain information that is recorded in a precise and documented form, they contribute towards *better communication and understanding* in a large variety of settings. In public places such as airports, railway stations and highways for instance, standardized signs play an important role.



# Benefits of standardization

- **For Producer, standards:**
- Rationalize the manufacturing process. Eliminate or reduce wasteful material or labour.
- Reduce inventories of both raw material and finished products. Reduce the cost of manufacture.
- **For customers, standards:**
- Assure the quality of goods purchased and services received. Provide better value for money.
- Are convenient for settling disputes, if any, with suppliers.

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# Benefits of standardization

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- **For traders, standards:**
- Provide a workable basis for acceptance or rejection of goods or consequential disputes, if any.
- Minimize delays, correspondence, etc., resulting from inaccurate or incomplete specification of materials or products



# Quality and Control

## Quality

The quality of a product may be defined as the sum of a number of related characteristics such as shape, dimension, composition, strength, workmanship, adjustment, finish and colour”.

## Control

Control refers to the use of all the ways and means whereby quality standards could be maintained. Control precisely aims at bringing the product up to pre-determined standards by minimizing deviations from established and present standards.

# Quality and Control

Control concerns with verifying whether everything occurs in conformity with the plan adopted, the instructions issued and principles established. It is objected to point out weaknesses and errors in order to rectify them and prevent recurrence.

## Quality control

Quality control is concerned with the control of quality of the product during the process of production. It aims at achieving the predetermined level of quality in a product.

It is concerned with controlling those negative variances which ultimately affect the excellence of a manufacturer in producing the products.

# Importance of quality control

- Quality control is essential to building a successful business that delivers products that meet or exceed customers' expectations. It also forms the basis of an efficient business that minimizes waste and operates at high levels of productivity
- **Customer Loyalty:** Providing the market with quality products helps to increase customer satisfaction and loyalty. Satisfied customers may also recommend your products to
- **Competitiveness:** The ability to offer customers quality products provides a strong competitive advantage. Quality can also open new business opportunities in market sectors where quality is critical.

# Importance of quality control

- **Reputation:** Quality of products/service make an important contribution to your company's reputation, particularly with the growth of social media. The quality problems can have a damaging effect on your reputation if the word spreads.
- **Compliance:** Compliance with recognized quality standards is essential for doing business with certain groups of customers/suppliers.
- **Costs:** Helps in Cutting costs and improving productivity and production efficiency

# Parting shot on QC!

- *Quality control not only consists of products and services but how well an organization works as a whole together within the organization and in the marketplace. A strategy to manage and improve the quality within an organization can help a company become and remain a success.*
- *Quality is an ongoing effort that must be consistent and improving every day. Every organization or business can benefit by using quality control for their products or services, within the internal organization, and interacting in the marketplace*

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- THANK YOU
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