QUALITY METHODS IN QUALITY MANAGEMENT SYSTEM - EVALUATION OF RELEVANCE

Many companies pursue the status of a qualified OEEOS supplier. The status of a qualified supplier makes it possible for companies to gain new OEM clients. In this case, quality management plays a very significant role. It, in turn, is based on several groups of requirements which vary as far as their level of detail and difficulty in implementing them are concerned.

The results of the research carried out by the author indicate the relevance and the role of methods and techniques used as a part of quality management systems in the automotive industry. The use of such methods and techniques stems from the requirements of the ISO/TS 16949 standard, which is the basis of supplier quality management system, as well as from customer specific requirements and the culture (maturity) of the organization. It is beyond any doubt that suppliers in the automotive industry have to develop quality management systems and in the case of this process they need to improve the effectiveness of quality management methods and techniques which are used by them.

The research problem, as defined by the author, regards the relevance of particular quality management methods and techniques.

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All car manufacturers, as well as significant suppliers have their own CSRs. It can also be said that certificates which are held by the suppliers reflect the formal requirements which the suppliers are required to meet. However, the most important thing is to prove that a QMS meets customer specific requirements as far as quality management is concerned.

Identifying these requirements is a key element of the APQP/PPAP process and any departures have to be approved by the client in writing. Although it may be possible to indicate a number of most significant requirements which are included in CSRs, the list is not exhaustive. The more so because the level of detail of specific requirements varies significantly among different OEMs.

The most important requirement which are frequently found in CSRs are: Advanced Product Quality Planning (APQP), Production Part Approval Process (PPAP), TPM, flow diagrams, 5S, audits of management systems for quality, product and processes, contingency plans and business continuity plans, layouts, communication with the customer, problem solving methods, risk assessment - FMEA, control plans, measurement system analysis (MSA), statistical process control (SPC), special characteristics and indicator assessment for suppliers.

Many of these requirements include or directly concern the use of quality management methods and techniques.

Conclusions. The source of knowledge about diverse methods and technique of quality management are above all textbooks and manuals which provide a broad spectrum of information. Guides, interpretations of standards and concern materials are also a very important source of information. Unfortunately, as experience shows, these tools are not always known and even if they are known they are used more to document the results of some intuitive actions and not to achieve the aims they should serve. Literature in this field presents a significant number of methods and techniques of quality management. At the same time, when the market is analysed it can be noted that only a few of them are used. The results of the performed research indicated that the most significant are methods and techniques related to Advanced Product Quality Planning (APQP) and Production Part Approval Process (PPAP) – flow diagram, PFMEA, as well as the 8D problem solving worksheet. The conclusions only confirm that the most significant role in shaping quality management system is played by customer requirements. These methods are vital when implementing new products and managing complaints [3].

BIBLIOGRAPHY