

Organisational Quality Concept Detailed Diagram

system
set of interrelated or interacting elements

quality management system (qms)
management system to direct and control an organisation with regards to quality

quality planning
part of quality management **focused** on setting quality objectives and specifying necessary operational processes and resources to fulfil the quality objectives

quality control
part of quality management **focused** on fulfilling quality management requirements

management system
system to establish policy and objective and to achieve these objectives

Management

top management
person or group of people who directs and controls an organisation at the highest level

quality policy
overall intentions and direction of an organisation related to quality as formally expressed by top management

quality objectives
something sought, or aimed for, related to quality

coordinated activities to direct and control an organisational with regard to quality

quality improvement
part of quality management **focused** on increasing the ability to fulfil quality requirements

continual improvement
recurring activity to increase the ability to fulfill requirements

quality assurance
part of quality management **focused** on providing confidence that quality requirements will be fulfilled

effectiveness
extent to which planned activities are realized and planned results achieved

efficiency
relationship between result achieved & resources used

Quality Management

coordinated activities to direct and control an organisation