Lecture 10 Intro to controlling functions

-Checking results actual vs. budgeted
-Setting up standards to determine success or
 failure

-3 types of control
    -1. Preliminary control
            -Focus on preventing deviation in
             quality and quantity
            -E.g. a worker must be qualified
             before assigned
            -Its about defining and staffing
    -2. Concurrent control
            -Monitoring ongoing operations to
             ensure objectives are on the track
            -Implemented by supervisors
            -E.g. on the spot inspections by QC
    -3. Feedback control
            -Focus on end results
            -Focus on historical outcome as
             base for correcting future outcome
            -Corrective measurements is taken
             at this stage

-Total Quality Management (TQM)

    -Broad based quality at all levels

    -TQM is a program dedicated to understand customer values and perception

    -Its all about customer satisfaction measurement that are linked with corporate measure of quality at all level

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