SUMMARY.

APPLICATION AND COORDINATION OF QUALITY INDICATORS IN PERFORMANCE MEASUREMENT PROCESSING.

Purpose - The overall design and implementation is done in Cyprus manufacturing industry is based in Limassol. The objective of this project is to investigate the current situation the organization, through evaluation and analysis of issues and parameters relating to TQM, concepts and principles of Statistical Process Control. In cooperation with company management selected the critical performance indicators of the most important processes with the urge to improve and ensure product quality in the industry. For a time the researcher got data, information and measurements to enable monitoring of the behavior of processes. The study was completed with the delivery of quality control panels and conclusions and suggestions for improving the quality of the organization.

Design/ methodology/ approach - In cooperation with the directors, identified the activities/ processes have quality problems or need further improvement. Been selected key indicators and data were collected and measurements specified period. It is the combination of primary and secondary data used to address the study/ research. Used this software, Static Control Process (Statistical Process Control - SPC), for design work platforms. Was collecting data, recording the program excel, import and analysis software to identify the stability and the possibility of process tools using Statistical Process Control. .

Conclusion – The study finds that to achieve their business objectives and strategies, must be established agency performance measurement system processes to specific key performance indicators for organization its business primarily important for the client.
Identified points and areas for improvement and recommend ways to achieve them. The researcher gave the conclusions of the analysis of the implementation of existing key performance indicators in order to make the body more efficiently and effectively. Although the findings and recommendations could have any form (text, tables, charts or shapes) is preferred by the researcher to use as many SPC tools and techniques of quality assurance.

During the investigation the investigator/ study was successful because the aim and objectives of the investigation obtained by the researcher and the organization. The organization demonstrated in the survey conducted by the indicators is a credible organization. The most important results and benefits received by the agency in this study are:

- The organization is certified to ISO 9001:2008 as it helps in better sampling and analysis of existing indicators.
- With the implementation of ISO 9001 in particular but on the instructions of the new approach to CE products within the company are required by agency higher levels of reliability, consistency and compliance with specifications.

The scientific collection and analysis of data using indicators is the better approach. From the survey detected that the organization is very high maintenance and improvement of standards and compliance with several requirements of ISO 9001 that the company is certified.

- What charts showing control of the investigation that the loss of the organization are very low so the cost of failure of products to be reduced. Also there is stability and processes are under statistical control.
- Analysis of the results of two tests (tensile test and impact test) made the agency at least once a year show that the agency closely following the standards and specifications to be followed for products starting to produce.

Practical Limitations – Once of the main constraints of this project is to monitor the course "Static and Quality Control". This course is the researcher had not attended nevertheless accepted to undertake this project. Accepted but after the researcher was trained by the teacher/adviser and thus got the necessary knowledge needed. There were also difficulties in collecting information and data from the agency because some of them were confidential.