

SUMMARY

DESIGN, APPLICATION AND COORDINATION OF STATISTICAL CONTROL OF QUALITY ASSURANCE PROCESSES AND TOOLS IN CYPRUS INDUSTRY.

Purpose – The whole study and implementation is carried out in a Cyprus dairy company based in Limassol. The aim of this research project is to investigate the present situation in the organization after evaluating and analyzing the issues and parameters related to Total Quality Management, the concepts and principles of Statistical Process Control. In cooperation with the management, the key performance indicators of the most important processes were selected with the ultimate aim of improving and safeguarding the quality of the products of the industry. The study was completed with the delivery of the quality checklists and conclusions and suggestions for improving the quality of the organization.

Planning / methodology - In cooperation with the management, the activities / processes that have problems or are the most important activities of the organization with the aim of improving them are identified. For this purpose, Excel's Statistical Process Control (SPC) software was used to design work platforms. Data were collected, recorded in Excel and imported and analyzed in the software to identify process stability.

Conclusion - The study found that the organization is in full success of its business goals and that key performance indicators are at very good levels. The existing machines are fulfilling the requirements of the processes and production line of the organization and there is no need to invest in new machinery. There were few points that need improvement and the researcher gave his suggestions for them. Following were suggestions for continuous coordination and monitoring of the indicators through an integrated quality assurance system.

According to the researcher, the research / study that was done was successful since the aim and objectives of the research were achieved by a researcher and of the organization. The organization, as proved by research, is a very credible organization.

Practical Restrictions - The main limitation was the acquisition of access to the company's records and the researcher access to the plant due to hygiene regulations.