

QUALITY CONTROL

Quality control is of vital importance, especially as competition is intense and consumers tend to become more discriminating. A recent survey showed that larger firms are more likely to have quality control departments. It was found that 92 % of organisations which employ over 2 000 people have quality control departments, compared with 62 % of organisations with a staff of under 300.

The food and chemical industries are strongly devoted to quality control, largely due to the fact that inspectors enforce food and drug laws.

It has been stated that quality control is an attitude of mind, and there is a great deal of truth in this statement. Some qualities cannot be directly measured; these are called attributes. Measurable qualities are called variables.

Statistical control is a method of measuring deviations from standard quality by recording sample tests on charts. Quality begins and ends with marketing. Once customer requirements are defined, a quick reporting system is needed which should be maintained throughout design, specification, manufacturing and inspection. It is the primary concern of management to find and maintain the right quality which forms the basis of a product's profitability.

The provision of the desired quality starts with the receipt of the raw materials through their handling, storage, processing and distribution. Some of these -stages are quantifiable such as weighing goods received, checking against the delivery note, stock control, and standard production procedures. Others rely on employee attributes.

In the hotel and catering industry quality control can be effected in many ways, but being a service industry, a large part of the quality of the product is in the "workforce" in terms of personality, hospitality, helpfulness, etc.

Therefore, quality control in the hotel and catering industry can be separated into areas - production, and staff.

Quality control, as far as the product is concerned can be effected by such methods as standard recipes, standard cleaning procedures and standard room and table layouts which can be inspected and corrected immediately. Staff quality control can be effected by continuous training and discussion and by adequate observation and supervision.

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