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ISO Implementation & Research Survey on an Indian Automobile Industry

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I. INTRODUCTION:

ISO is a top of the Standards. It was formed by the. Guidelines are provided for a wide range of society by these standards. These organizations include production, Planning, switching, printing, forestry and Technology, ISO was first established in 1947, in Switzerland, for the developing of economically, technical, and standardize corporation between medium of countries (Bureau of Business Practice). Later in 1979 the ISO Committee (ISO/TC 176) was formed to make a set of direction in order to bring together and quality industries. ISO has affiliation in more than 90 countries.

Meaning of Quality: The integration of these three aspects of quality can be achieved through accuracy. "Quality" is defined as following parameter

a) To satisfy customers expectations.

b) A relatives term is generally used of product life

c) The degree to which requirements are fulfilled by a set of inherent characteristics.

Quality Assurance: The operation, life and operational are used to fulfill customer demand.

II. EVOLUTION OF ISO:9000 STANDARDS :

The ISO 9000 standard has been continually revised by advisory groups and technical committees who regularly receive feedback from the professionals who implement the standards.

ISO 9000 system set of quality product.
ISO 9001 product assembly, services, development. (1994)
ISO 9002 include product development and quality assurance (1994).

III. RESEARCH PROBLEM:

The research problem is the low quality of products manufactured in industry due to lack of proper guidelines. Industry is continuously facing the problems of low quality of products; high rejection rate & rework of the industry is more. By all these reasons the industry find out a simple solution of all problems which is implementation of ISO 9001:2000 which can solves all the above mentioned problems of industry and provide a safe place to the industry between competitive markets.

Aim:

The main Aims of this dissertation is to carry out a case study in order to have a useful insight in ISO implementation in an automobile industry. Case study deals with the improvement in the quality of the products manufactured in the industry. During the case study data has been collected from different sources and this data has been interpreted in order to make it more useful and understandable

IV. LITERATURE REVIEW

A review of ISO 9001:2000 has been reported in literature. The literature review has been taken from books, research papers and articles related to ISO 9001· 000. The review is based upon extensive research in the academic literature. The ISO 9001:2000 sweeping the world and becomes the most imported quality standards.

V. GENERAL LITERETURE:

R. Mann and D. Kehoe (1994) Explain the outcome on the effect of quality parameter an issue which is the fact of some organization there which have the mode of isolated the quality activity effect which we obtained as result of measurement many firm describe the effect of there of the quantities term for Example ; while study of this quality program we could move into more sophisticated field which are required much higher degree of efficiency of product businesses are going to be more competitive look that a running force is needed for certification for effectiveness and cost of estimation in ISO implementation is increased in real businesses are leading in the direction the problem are there working of quality standard without any approval or certification at international stage

Acc. to **Ken R. Beattie (1999)** ISO certification is mainly beneficial for industry, society, firm etc to improve the product value and product demand in market the quality of product are based on customer demand that is customer satisfaction our product. The product development on bases design of product. These firm achieve a higher level of market sales of product are related by product quality and

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fitness of product like accuracy. Standard. Lifelong of the product. in analysis fact of ISO are supported 20% I of the firm

Acc. to Fethi Calisir , Cahit A. Bayraktar and Berna Beskese (2001) The top management has the arrange meeting with the senior managers of the company for detailed discussion about the intention and chalk out strategy for implementation of the system. The registration is done Based on the activity of the company for ISO 9001:2000 & ISO: 9003). It is necessary to assess the present status of the company as regards quality activity and the nature of reorientation required to bring the quality activity to the level as required by the ISO 9000:2000 standards. Like any other activity, implementation of quality management system must be guided by clear declared quality policy of the organization. As such the top management has to frame the quality policy keeping in view of customer's needed and expectation an in consistent with other policy of the company.

Thesis Work

The main Aims of this dissertation is to carry out a case study in order to have a useful insight in ISO implementation in an automobile industry. Case study deals with the improvement in the quality of the products manufactured in the industry. During the case study data has been collected from different sources and this data has been interpreted in order to make it more useful and understandable. Theses industry are DAN BLOCK BRAKE PVT.LTD for manufacturing brake shoes and brake pad with cast iron and ceramic with Hind and Wanda Machine on 48 section for 24 pair of brake shoes are manufactured .our thesis based on production increases for applying ISO factor and other factor are decreases Rejection rate.

TABLE
Ranking of ISO Dimensions for Production

PRODUCTION			
ISO DIMENSIONS	**ISO ID**	**$C_i^* = S_i' / (S_i^* + S_i')$**	**RANK**
Reliability	D1	0.5702	3
Assurance	D2	0.1349	4
Quality	D3	0	5
Production	D4	1	1
Responsiveness	D5	0.9586	2

TABLE
Ranking of ISO Dimensions for Maintenance

MAINTENANCE			
ISO DIMENSIONS	**ISO ID**	**$C_i^* = S_i' / (S_i^* + S_i')$**	**RANK**
Reliability	D1	0.6130	2
Assurance	D2	0.4559	3
Quality	D3	1	1
Data Record	D4	0.3275	4
Mangerial	D5	0	5

TABLE
Ranking of ISO Dimensions for Product Development

PRODUCT DEVELOPMENT			
ISO DIMENSIONS	**ISO ID**	**$C_i^* = S_i' / (S_i^* + S_i')$**	**RANK**
Quality	D1	1	1
Testing	D2	0.8845	3
Mearurement	D3	0.2329	4
Production	D4	0	5
Data	D5	0.9360	2

TABLE
Ranking of ISO Dimensions for Warehouse

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WAREHOUSE			
ISO DIMENSIONS	**ISO ID**	**$C_i^* = S_i' / (S_i^* + S_i')$**	**RANK**
Quality	D1	0.9069	2
Testing	D2	0.7683	4
Mearurement	D3	0.7922	3
Production	D4	1	1
Data	D5	0	5

TABLE-5
Ranking of ISO Dimensions for Overall Service Unit

WAREHOUSE			
ISO DIMENSIONS	**ISO ID**	**$C_i^* = S_i' / (S_i^* + S_i')$**	**RANK**
Store	D1	0.6588	2
Inventory	D2	0.5352	4
Purchaseing	D3	0.4591	3
Sale	D4	0.5788	1
Production	D5	0.3959	5

VI. SUMMARY:

In this chapter, literature related to present work is reviewed the importance of ISO quality standards and benefits has been identified. Here, researchers exposed the problem of developing country on the basis of studies. Therefore, it can be said that ISO implementation can solve almost all the quality related problems, and maintain a uniform working system to improve the quality of the products and provides a competitive edge in the world market.

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