



10. QUALITY AND DEFECTS

by Maria Lang, Glafo

THE CORNERSTONES OF QUALITY

- Quality is defined by the customer's needs
- Decisions grounded in fact
- Continuous improvements
- Everyone participates

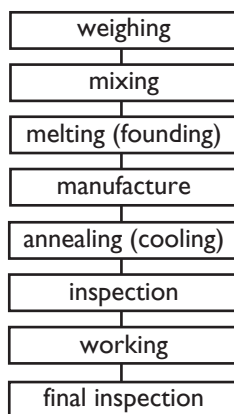


ILLUSTRATION: ELISABETH FLYGT, GLAFO

Figure 10.1 Example of a simple flow chart describing a process for manual glass manufacture. A chart such as this may form the basis for a quality assurance programme.

Today, the glass industry the world over is working more and more actively with quality, for example by introducing management systems as ISO 9000. There are also other international and European standards. With international competition growing increasingly tough, a commitment to quality is one way of boosting one's own competitive ability.

The customer's own needs and requirements are what ultimately define the correct degree and level of quality. Clearly, a glass customer will be dissatisfied if the wrong sort or wrong quantity of products is delivered, if the glass breaks or if it contains defects of any kind.

If manufacture is to proceed in the best possible way, one must be familiar with and follow up what really happens during every stage of production – *Figure 10.1*. This may be achieved by performing quality checks, analyses, etc. If something goes wrong, it is essential to ascertain where the fault lies, not only to deal with the problem but also to make sure that it does not happen again.

In many cases, the glass is produced in several different stages, such as cutting, painting and surface treatment, which means that the loss grows greater for every stage of production during which some of