Hind for this assignment: Recall, Investigate, etc…………..

US consumer Product Safety Commission <http://www.cpsc.gov/>

[www.cpsc.gov/talk.html](http://www.cpsc.gov/talk.html) and [www.cpsc.gov/cpsclist.asp](http://www.cpsc.gov/cpsclist.asp) and [www.cpsc.gov](http://www.cpsc.gov)

Manufacturers, importers, distributors, and retailers are required to report to CPSC under section15(b) of the Consumer Product Safety Act (CPSA). The Recall Handbook will familiarize companies with their reporting requirement.

Total Quality Management:

Marketing Research……Sales

Product Concept and Product Design……Sales

Sourcing…………….when, where, how

Purchasing…….Terms and Pricing

Distribution Service…in-house, 3rd party providers, Trailer Loads, Less than Trailer Loads (LTL’s), FedEx (Ground and Air), UPS (ground and air),

Carton quantities, less than carton quantities

Customer Service ………….customer relations management systems

Product Quality………….when, where, how

Finance……………..micro prospective, macro prospective

(scan two pieces of item on the pallet rack for the item)

Application of statistical methods to quality management

Dr. W. Edwards Deming was a pioneer in applying statistical methods to quality management. Deming’s approach was to first focus attention on the individual. He believed it was important to set an example, be a good listener, not compromise, continually teach other people , and help people to pull away form their current practice and beliefs and move into the new philosophy without feeling guilty about the past.

Deming’s Fourteen point:

Today people remember Dr. Deming most for his fourteen points:

1. Create and publish the aims and purposes of the organization
2. Learn the new philosophy
3. Understand the purpose of inspection
4. Stop Awarding business based on price alone
5. Improve constantly and forever the system
6. Institute training
7. Teach and Institute Leadership
8. Drive out Fear, create trust, and create a climate for innovation
9. Optimize the efforts of team, groups and staff areas
10. Eliminate Exhortations for the work force
11. Eliminate numerical quotas for the work force/ Eliminate management by objective (Dr. Joel Ginsburg not agree with this)
12. Remove Barriers that Rob people of pride of workmanship
13. Encourage education and self-improvement for everyone
14. Take action to accomplish the transformation