

Indian Standard

CODE OF PRACTICE FOR ESTABLISHING AND OPERATING QUALITY CIRCLES

FOREWORD

0.1 This Indian Standard was adopted by the Bureau of Indian Standards on 18 February 1988, after the draft finalized by the Quality Control and Industrial Statistics Sectional Committee had been approved by the Executive Committee.

0.2 The concept and practice of Quality Circles have helped in creating motivative, productive and participative work groups which contribute towards improving overall performance of organizations. Quality Circle is a small group of people doing similar work, meeting voluntarily and regularly, to identify and analyze work-related quality and other problems, recommending/implementing their solutions themselves. Quality Circles are led by a person chosen by circle members and are assisted by a facilitator who plays a key role in coordinating the Quality Circle activities. The Circle leaders and facilitators are given suitable training in problem identification, data gathering, sampling, decision analysis, human relations and presentation techniques. Quality Circles not only improve the quality of goods produced but also the working atmosphere because it develops people and makes the members feel that they are doing something worthwhile apart from their routine job and they too are participating in the management of the company.

0.3 The theme of Quality Circles is now not limited to the improvement of quality only, but also has incorporated diverse themes, such as productivity, efficiency, cost reduction, design, safety and production control. Initially started in the manufacturing area, the concept is now making inroads into the field of non-manufacturing services as well, such as hospitals, banks, educational institutions, stores, administration, engineering, finance and training establishments. Looking to the advantages of this concept, the Quality Circles approach has now been adopted by several countries in the world.

0.4 The amazing success in quality and productivity through Quality Circles has generated a lot of interest in our country also. The Quality Circles have been operating in many of our industries for quite sometime. It was, therefore, felt by the committee that the Quality Circle manual may be prepared for ensuring uniformity of methodology and practices.

1. SCOPE

1.1 This standard provides the structure of the Quality Circles and also the guidelines for implementing them.