

Applying Quality Tools within Organizations of Nuevo León: Student Projects

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Abstract: The *Universidad Autónoma de Nuevo León* offers within the curriculum of the Industrial Engineering Management undergraduate degree program, the Quality Culture course. This course promotes the learning and application of total quality in order to improve the processes within the organizations of Nuevo León, México. Organizations such as industrial, commercial or services whether public or private. Students select an organization where they make a draft implementation of the methodology of quality cycle: plan, do, check and act. Mainly, they work on the implementation of the tools in the step Plan and sometimes in the step Do, while documenting the steps of Do, Check and Act. Students work in teams supervised by the course Professor. The team seeks an organization, identify opportunities for quality improvement, select an area of opportunity and establish plans for implementing improvement. The project is documented and showed to the rest of the class so that other students learn from each other projects. Three quarters of the organizations studied in this research are industrial and commercial ones and the remaining quarter is service. Areas to improve in industrial organizations are reducing losses. In commercial ones is looking to increase sales and the service ones is to improve the customer service quality. The tools that were used are the cause-effect diagram, tree diagram and Pareto chart.

Keywords: Quality Cycle, Quality Tools, Industrial Engineering Education