



CATERING AND TOURISM TRAINING INSTITUTE

SECTOR: - CULTURE, SPORTS AND TOURISM
SUB SECTOR: - HOTEL AND HOSPITALITY

HOTEL OPERATION LEVEL – I **LEARNING GUIDE # 1**

UNIT OF COMPETENCY: APPLY QUALITY STANDARDS

MODULE TITLE: APPLYING QUALITY STANDARDS

LG CODE: CST HOP1 M17 LO1-5

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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Assess own work
- Assess quality of received articles
- Record information
- Study causes of quality deviations
- Complete documentation

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Assess own work according to the procedure & standards
- Assess quality of received articles according to the procedure & standards
- Record information according to the procedure & standards
- Study causes of quality deviations according to the procedure & standards
- complete documentation according to the procedure & standards

Learning Instruction

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheet 1” in 1-7pages.
3. Accomplish the “Self-check” in page 8
4. Submit your accomplished Self-check. This will form part of your training portfolio.
5. If you earned a satisfactory evaluation proceed to “Information Sheet 2”in page 9 However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
6. Read the information written in the “Information Sheets 2” in page 9-11.
7. Accomplish the “Self-check” in page 12
8. Submit your accomplished Self-check. This will form part of your training portfolio
9. If you earned a satisfactory evaluation proceed to “Information Sheet 3”. However, if your Rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity
10. Read the information written in the “Information Sheets 3” in page 13-17.

11. Accomplish the “Self-check” in page 18
12. If you earned a satisfactory evaluation proceed to “Information Sheet 4” in page 19 However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
13. Read the information written in the “Information Sheets 4” in page 19-24.
14. Accomplish the “Self-check” in page 25
15. Submit your accomplished Self-check. This will form part of your training portfolio
16. If you earned a satisfactory evaluation proceed to “Information Sheet 5” in page 26 However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
17. Read the information written in the “Information Sheets 5” in page 26-28.
18. Accomplish the “Self-check” in page 29
19. Submit your accomplished Self-check. This will form part of your training portfolio



HOTEL OPERATION 1 APPLY QUALITY STANDARDS

INFORMATION SHEET-1

LO1 ASSESS OWN WORK

What does quality means?

People define quality in many ways. Some think of quality as superiority or excellence, others view it as a lack of manufacturing or service defects, still others think of quality as related to product features or price. A study shows that the quality of produce can be defined in different ways, including.

- Perfection
- Consistency
- eliminating waste
- Speed of delivery
- Compliance with policies and procedures
- providing a good, usable product
- doing it right the first time
- Delighting or pleasing customers

“Quality” can be defined in the following ways:

- ❖ Quality is the standards of something as measured against other things of a similar kinds, the degree of excellence of something.
- ❖ Quality is the degree to which a commodity meets the requirements of the customer at the start of its life.
- ❖ Quality is about making organizations perform for their stakeholders-from improving products, services, systems & processes to making sure that the whole organization is fit & effective.
- ❖ based on customer’s perceptions of a product/service’s design and how well the design matches the original specifications.
- ❖ the ability of a product/service to satisfy stated or implied needs.
- ❖ Achieved by conforming to established requirements within an organization.



1.1 workplace standards

With development teams of two or three in daily contact and frequently exchanging views and criticisms, detailed, written quality and task-completion checking procedures may be felt to be unnecessary. Procedures still need to be agreed and the results need to be documented. The need to check quality and task completion applies at all stages of the development process but is underlined especially during the prototype validation stages.

The importance of documenting checks applies whatever the size of the team and whatever the complexity of the software. In the production of assets, this may involve checking to confirm the following:

- That all the asset files listed in the product specification document have been produced;
- That files are correctly named;
- That files are the correct byte size or near the projected file size (examining the file-sizes in a directory listing can be helpful in identifying problem files which are either much too large or much too small);
- That files are the correct resolution (screen-size and bit-depth in the case of graphics; duration, sampling frequency and bit-depth in the case of sound files);
- That the quality of files displaying on the target monitor or heard on target listening equipment is acceptable.

Note that sampling is seldom a satisfactory checking method. Checking should be exhaustive, unless for reasons of time or economy this is impossible. Usually, however, trying to economize on checking and testing is a false economy and cutting corners here will often come back to haunt the development team. At the end of the day, all files will need to be tested and, if at all possible, this should be done sooner rather than at a later trial stage.



Workplace Procedure

Workplace procedure is a set of written instructions that identifies the health and safety issues that may happen from the jobs and tasks that make up a system of work.

A safe working procedure should be written when:

- designing a new job or task
- changing a job or task
- introducing new equipment
- reviewing a procedure when problems have been identified, example from an accident or incident investigation

The safe working procedure should identify:

- ❖ The teacher for the task or job and the students who will undertake the task
- ❖ The tasks that are to be undertaken that pose risks
- ❖ The equipment to be used in these tasks
- ❖ The control measures that have been formulated for these tasks
- ❖ Any training or qualification needed to undertake the task
- ❖ The personal protective equipment to be worn
- ❖ Action to be undertaken to address safety issues that may arise while undertaking the task

Following certain procedures is very important to perform a given operation. The table below shows different elements and their corresponding performance criteria to be able to identify occupational health and safety hazards, and assess risk, as well as follow instructions and procedure in the workplace with minimal supervision. The students will also be capable of participating and contributing to OHS management issues.

Interconnection of work activities

Interconnections between different work activities undertaken in different parts of an overall process are analytically distinct from interconnections between work activities conducted within diverse socio-economic relations or economic spaces. Similarly, the interpenetration with and relative extent of differentiation of work activity from other social and cultural



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Relations is also of a distinctive nature, as is the manner by which work activities mesh in temporal interconnection.

These four dimensions are interdependent and so in addition to being considered separately on their own account; they are also to be analyzed in combination in relation to each other. It is important to remember that any particular process will 'possess' or be characterized by all four dimensions, each of which will have their own characteristics, intersecting or combining with each other in a specific manner. Separating out the dimensions involves slicing the same subject matter a different way, and approaching it with a different set of questions and concerns.

Thus any overall process will have different phases or stages, broadly of provision or production, distribution, exchange and consumption. These may be undertaken through a variety of modes, including the possibility of different phases being delivered through different modes (e.g. production through the market, and distribution through the public sector as in the case of public transport). Similarly the work undertaken in both the phases and the modes may be more or less undifferentiated from other relationships (e.g. in marketwise care of the elderly, the work of paid careers is still likely to involve an emotional aspect).

And each of these also has a temporal dimension several benefits are gained by deploying a procedural approach towards the overall configuration of work. First, it elucidates evolving patterns of work activity that could not be gained from concentrating on individual occupations or workplaces; second, it helps explain how work is distributed across vertical and horizontal occupational structures; and third, it rises to the surface basic questions about the drivers and dynamics of transformation involved in the changing interconnectedness of labor activities. Clearly, technological innovation, industrial restructuring and economic change are crucial considerations in analyzing shifts in mode of interconnection

- Types and work-related errors



1.2 Identifying and isolating faulty service

- ✓ Quantity of work (untimely completion, limited production)
 - ❖ Poor prioritizing, timing, scheduling
 - ❖ Lost time
 - Tardiness, absenteeism, leaving without permission
 - Excessive visiting, phone use, break time, use of the Internet
 - Misuse of sick leave
 - ❖ Slow response to work requests, untimely completion of assignments
 - ❖ Preventable accidents

- ✓ Quality of work (failure to meet quality standards)
 - ❖ Inaccuracies, errors
 - ❖ Failure to meet expectations for product quality, cost or service
 - ❖ Customer/client dissatisfaction
 - ❖ Spoilage and/or waste of materials
 - ❖ Inappropriate or poor work methods
 - Work Behavior Which Result in Performance Problems

- ✓ Inappropriate behavior (often referred to as "poor attitude")
 - ❖ Negativism, lack of cooperation, hostility
 - ❖ Failure or refusal to follow instructions
 - ❖ Unwillingness to take responsibility ("passing the buck")
 - ❖ Insubordination
 - ❖ Power games

- ✓ Resistance to change
 - ❖ Unwillingness, refusal or inability to update skills
 - ❖ Resistance to policy, procedure, work method changes
 - ❖ Lack of flexibility in response to problems



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- ✓ Inappropriate interpersonal relations
 - ❖ Inappropriate communication style: over-aggressive, passive
 - ❖ Impatient, inconsiderate, argumentative
 - ❖ Destructive humor, sarcasm, horseplay, fighting
 - ❖ Inappropriate conflict with others, customers, co-workers, supervisors
- ✓ Inappropriate physical behavior
 - ❖ Smoking, eating, drinking in inappropriate places
 - ❖ Sleeping on the job
 - ❖ Alcohol or drug use
 - ❖ Problems with personal hygiene
 - ❖ Threatening, hostile, or intimidating behavior

These are the things to be considered when:

A. Receiving Materials

1. Match the packing slip to the items received and ensures that the materials are destined on tour department.
2. That you are receiving the materials indicated on the purchase order with regard to quantity and discount.
3. That the materials are in acceptable condition.
4. That terms regarding installation and/or set-up of equipment are met.

B. Receiving Reports

Whenever goods are received:

1. The person receiving the goods must document, using the administrative software, that all goods were received for each requisition before any payment can be made to the vendor.
2. Any exceptions must be noted so that partial payments can be processed or defective goods can be returned.



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C. Return of Merchandise

1. When merchandise is received which is incomplete or defective, the supervisor will return the materials to the supplier or to the store where it was bought and make arrangements with the vendor for replacement.

D. Make an Inventory Report of the Materials

1. All materials received must be listed and be reported to monitor how many materials are already on hand, purchased or damaged.
2. Effective management checks are an important means of providing assurance of the integrity and security of the benefit processes.
3. They are also useful in identifying training needs; indicating



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Self-check – 1

written test

It is a requirement of this learning guide you complete self-check as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the self-check to your trainer by the agreed date.(5pts each)

Directions: Answer all the questions listed below.

1. List A safe working procedure should be written when?
2. Explain A. Quantity of work (untimely completion, limited production)?
3. Mention inappropriate physical behavior?

Note: Satisfactory rating -10 points Unsatisfactory – below 9 points

- You can ask you teacher for the copy of the correct answers.



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INFORMATION SHEET-2

LO2-ASSESS QUALITY OF SERVICE RENDERED

2.1 Assess Quality Service Rendered

To assess the quality of service, three elements or types of measures need to be considered:

- Structure measures
- Process measures
- Outcome measures

Structural measures refer to the organization and elements of the system of care. Process measures examine how the care is provided. Outcome measures related to the ultimate effect or results of the care render.

What is render? Render means:

- To causes, to become
- To do, to show, to perform
- To give back or to make
- To submit or present for payment

Rendering is the process generating an image from a model, by means of computer program.

Evaluating service rendered

Quality refers to excellent of a product or a service, including its attractiveness, lack of defects, reliability and long term durability.

2.1.1 Quality check may include

- ✓ visual inspection
- ✓ physical measurements
- ✓ check against design/specifications

2.1.2 Physical measurements

- ✓ Measuring devices are needed to provide evidence of conformity of product to determined requirements.



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✓ A documented procedure) outlines the process used to ensure that monitoring and measurement to be carried out are carried out in a manner that is consistent with the monitoring and measurement requirements.

- ❖ Calibrated or verified at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards
- ❖ Adjusted or re-adjusted as necessary
- ❖ Identified to enable the calibration status to be determined
- ❖ Safeguarded from adjustments that would invalidate the measurement result
- ❖ Protected from damage and deterioration during handling, maintenance and storage

2.1.3 Check against specifications/preferences

Quality specifications may include:

- finish
- fit
- size
- durability
- product variations
- materials
- alignment
- color
- damage and imperfections
- fabric

Measuring techniques of materials, component parts or products

- ✓ Measure includes those measurements which may be taken by the employee in the work place/at their work station.
- ✓ The characteristic of the materials to be used for specific project must be:

❖ Good quality

- This is the most important factor when choosing materials to buy. Products with good quality are long-lasting and safe to use because you know that it follows certain standards before being commercialized.



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❖ **Reliable**

- It means that you can be sure that it will perform its function well, will operate safely and will give the best it could give.

❖ **Suitable for the application/purposes**

- Choose the materials which are very necessary to make the project possible. Making a list of products/materials to buy is a good trait of a wise consumer. Products which are not to be used must be crossed out.

❖ **Low cost**

- It doesn't mean that you will choose for the less expensive one and exclude the quality. Low cost means you can afford to buy the materials without hurting your pocket and assure of better quality.

Purpose/Importance corrective and preventive

- ❖ The purpose of the corrective and preventive action subsystem is to collect information, analyze information, identify and investigate product and quality problems, and take appropriate and effective corrective and/or preventive action to prevent their recurrence.
- ❖ Verifying or validating corrective and preventive actions, communicating corrective and preventive action activities to responsible people, providing relevant information for management review and documenting these activities are essential in dealing effectively with product and quality problems, preventing their recurrence, and preventing or minimizing device failures.
- ❖ One of the most important quality system elements is the corrective and preventive action subsystem.

The procedures for corrective action shall include:

- A. The effective handling of customer complaints and reports of product nonconformities
- B. Investigation of the cause of nonconformities relating to product, process, and quality system, and recording the results of the investigation
- C. Determination of the corrective action needed to eliminate the cause of nonconformities
- D. Application of controls to ensure that corrective action is taken and that it is effective.



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Self-check - 2

Written test

It is a requirement of this learning guide you complete self-check as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the self-check to your trainer by the agreed date. (2.5pts each)

Directions: Answer all the questions listed below.

1. List quality specification?
2. List quality check?
3. Explain corrective action?
4. Write corrective action procedure?

Note: Satisfactory rating – 5 points and above Unsatisfactory - below 5 points

You can ask you teacher for the copy of the correct answers.



INFORMATION SHEET-3 LO3-RECORD INFORMATION

3.1 Quality Performance for recording information

- ✓ Quality Management Terms:



- ❖ **Quality Improvement** can be distinguished from Quality Control in that Quality Improvement is the purposeful change of a process to improve the reliability of achieving an outcome.
- ❖ **Quality Control** is the ongoing effort to maintain the integrity of a process to maintain the reliability of achieving an outcome.
- ❖ **Quality Assurance** is the planned or systematic actions necessary to provide enough confidence that a product or service will satisfy the given requirements for quality.

Techniques of recording basic information & other indicators on the quality performance

- ✓ Performance measurement process
 - ❖ Performance measurement is primarily managing outcome, and one of its main purposes is to reduce or eliminate overall variation in the work product or process. The goal is to arrive at sound decisions about actions affecting the product or process and its output.
- ✓ What Are Performance Measures?
 - ❖ Performance measures quantitatively tell us something important about our products, services, and the processes that produce them. They are a tool to help us understand, manage, and improve what our organizations do. Performance measures let us know:



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- ✓ How well we are doing
- ✓ If we are meeting our goals
- ✓ If our customers are satisfied
- ✓ If our processes are in statistical control
- ✓ If and where improvements are necessary.

Performance measurement process

Most performance measures can be grouped into one of the following six general categories. However, certain organizations may develop their own categories as appropriate depending on the organization's mission:

1. **Effectiveness:** A process characteristic indicating the degree to which the process output (work product) conforms to requirements.(Are we doing the right things?)
2. **Efficiency:** A process characteristic indicating the degree to which the process produces the required output at minimum resource cost. (Are we doing things right?)
3. **Quality:** The degree to which a product or service meets customer requirements and expectations.
4. **Timeliness:** Measures whether a unit of work was done correctly and on time. Criteria must be established to define what constitutes timeliness for a given unit of work. The criterion is usually based on customer requirements.
5. **Productivity:** The value added by the process divided by the value of the labor and capital consumed.
6. **Safety:** Measures the overall health of the organization and the working environment of its employees.

3.2 maintaining records of work quality

Why are records essential?

- For continuous monitoring of quality system
- For specimen tracking throughout process
- To identify failures in equipment



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- To revisit information; reference
- For use as a management tool

Quality system

It is a cyclical process involving four key interrelated elements - Planning, Implementing, Reviewing, and Improving

Quality system may include:

- Quality assurance
- Quality control
- Quality inspection
- Quality improvement
- Total quality control

❖ Quality assurance (QA)

1. *QA* is the systematic monitoring and evaluation of the various aspects of a project, service or facility to maximize the probability that minimum standards of quality are being attained by the production process. *QA* cannot absolutely guarantee the production of quality products.

Two principles included in *QA* are:

1. "Fit for purpose" - the product should be suitable for the intended purpose; and
 2. "Right first time" - mistakes should be eliminated.
2. *QA* includes regulation of the quality of raw materials, assemblies, products and components, services related to production, and management, production and inspection processes. Quality is determined by the product users, clients or customers, not by society in general. It is not the same as 'expensive' or 'high quality'. Low priced products can be considered as having high quality if the product users determine them as such.



❖ Quality inspection

The four types of quality inspection services:

1. A **Pre- production inspection**: tells the buyer which kind of raw materials (or components) will be used. Factories are often suspected of lowering their costs by purchasing substandard materials, and this can be disastrous for the buyer (e.g. the wrong kind of chip in an electronic device).
 - ✓ The pre-production inspection can also focus on the processes followed as production starts. Sometimes this can also be critical, as Chinese factories very often cut corners and do not respect the buyer's blueprints (e.g. patterns for cutting fabric are received from the buyer, and they are modified to make the process easier and faster).
2. A **during production inspection** (often called “DUPRO” in the industry) allows the buyer to have an idea of average product quality, early in the production cycle. It is the most useful and the most under-rated tool at the disposal of importers, who often only rely on final inspections.
3. The **final random inspection** (also called “pre-shipment inspection”) is by far the most common type of QC check. It takes place once 100% of shipment quantity is finished and at least 80% is packed, so it can be a real random inspection (this is not exactly the case if quality is checked earlier earlier) and suppliers cannot play games.
4. The **container loading inspection**, like the pre-production inspection, it is seldom used. But it can be a worthwhile option in some specific cases.

❖ Quality improvement system

- ✓ The quality system encompasses the need for regular and frequent discussion and analysis of findings from feedback, monitoring reports and reviews in order to identify desirable or necessary improvements in organization operations or performance.



❖ **Total quality control**

- ✓ “Total quality control”, also called total quality management, is an approach that extends beyond ordinary statistical quality control techniques and quality improvement methods. It implies a complete overview and re-evaluation of the specification of a product, rather than just considering a more limited set of changeable features within an existing product.

- ✓ if the original specification does not reflect the correct quality requirements, quality cannot be inspected or manufactured into the product. For instance, the design of a pressure vessel should include not only the material and dimensions, but also operating, environmental, safety, reliability and maintainability requirements, and documentation of findings about these requirements.

Quality control system emphasis on three aspects:

1. Elements such as controls, job management, defined and well managed processes, performance and integrity criteria, and identification of records
2. Competence, such as knowledge, skills, experience, and qualifications
3. Soft elements, such as personnel integrity, confidence, organizational culture, motivation, team spirit, and quality relationships.

The tour operator/tour guide can record basic information after measuring employee’s performance based on the standard of the required activities within the establishment and he/she can keep record about identified causes of any faults or about corrective actions taken based on the establishment policies and guide line of the company.



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Self-check- 3

Written test

It is a requirement of this learning guide you complete self-check as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the self-check to your trainer by the agreed date.(5pts each)

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

I. Answer the following Questions (2 pts each)

1. List six major categories of performance measurements
2. Explain & illustrate Quality system involving four key interrelated elements
3. List four types of quality inspection services

Note: Satisfactory rating – 5 points and above Unsatisfactory - below 5 points

You can ask you teacher for the copy of the correct answers.



**INFORMATION
SHEET-4**

**LO4-STUDY CAUSES OF QUALITY
DEVIATIONS**

Standards are sets of rules that outline specification of dimensions, design of operation, materials and performance, or describe quality of materials, products or systems. These standards should cover the performance expectations of the product for particular applications.

- The intent of standards is to provide at least minimum quality, safety or performance specifications so as to ensure relatively uniform products and performance, and to remove ambiguity as to the suitability of certain commercial products for particular applications.

4.1 causes of Standard deviations

- ❖ The following standards may reduce the risk of error in working.

✓ **Specific quality standards for:**

1. Hardware

- ❖ The durability of the work depends on the quality of its component parts and the assembly skills of those who install it. If the best-quality products or hardware are used but are installed incorrectly, the system will be a failure.

- ❖ The application of suitable hardware and products must be supported by adequate levels of training of person who use them so that they can identify and use only appropriate products. In judging a product or hardware, the person must consider factors such as the following:
 - ✓ Is the product or hardware under consideration suitable for the application or purpose?
 - ✓ Will it be harmful to the health of the community in its normal use?
 - ✓ Is there a risk of this hardware being released into the environment (e.g. the water) in the first instance or after the working life of the product or hardware has expired?



2. Production Process

- ❖ In production process, checking of quality assurance must be highly considered. Quality assurance covers all activities from design, development, production, installation, servicing and documentation. This introduced the rules: "fit for purpose" and "do it right the first time". It includes the regulation of the quality of raw materials, assemblies, products and components; services related to production; and management, production, and inspection processes.

A. Failure testing

- ❖ A valuable process to perform on a whole consumer product is failure testing, the operation of a product until it fails, often under stresses such as increasing vibration, temperature and humidity. This exposes many unanticipated weaknesses in a product, and the data is used to drive engineering and manufacturing process improvements.

B. Statistical control

- ❖ Many organizations use statistical process control to bring the organization to Six Sigma levels of quality, in other words, so that the likelihood of an unexpected failure is confined to six standard deviations on the normal distribution.
- ❖ Traditional statistical process controls in manufacturing operations usually proceed by randomly sampling and testing a fraction of the output. Variances of critical tolerances are continuously tracked, and manufacturing processes are corrected before bad parts can be produced.

C. Company quality

The company-wide quality approach places an emphasis on three aspects:

- ❖ Elements such as controls, job management, adequate processes, performance and integrity criteria and identification of records



- ❖ Competence such as knowledge, skills, experience and qualifications
- ❖ Soft elements, such as personnel integrity, confidence, organizational culture, motivation, team spirit and quality relationships.

D. Total quality control

Total Quality Control is the most necessary inspection control of all in cases where, despite Statistical quality control techniques or quality improvements implemented, sales decrease. As the most important factor had been ignored, a few refinements had to be introduced:

- ❖ Marketing had to carry out their work properly and define the customer's Specifications.
- ❖ Specifications had to be defined to conform to these requirements.
- ❖ Conformance to specifications i.e. drawings, standards and other relevant documents, were introduced during manufacturing, planning and control.
- ❖ Management had to confirm all operators are equal to the work imposed on them and holidays, celebrations and disputes did not affect any of the quality levels.
- ❖ Inspections and tests were carried out, and all components and materials, bought in or otherwise, conformed to the specifications, and the measuring equipment was accurate, this is the responsibility of the QA/QC department.
- ❖ Any complaints received from the customers were satisfactorily dealt with in a timely manner.
- ❖ Feedback from the user/customer is used to review designs.
- ❖ Consistent data recording and assessment and documentation integrity.
- ❖ Product and/or process change management and notification.

E. Final Product/ Customer Service

- ❖ According to Turban et al, 2002, "Customer service" is a series of activities designed to enhance the level of customer's satisfaction – that is, the feeling that a product or service has met the customer's expectation". Its importance varies by product, industry and customer.



4.2 preventive actions of deviations

The procedures for preventive action shall include:

- a) The use of appropriate sources of information such as processes and work operations which affect product quality, concessions, audit results, quality records, service reports, and customer complaints to detect, analyze, and eliminate potential causes of nonconformities
- b) Determination of the steps needed to deal with any problems requiring preventive action
- c) Initiation of preventive action and application of controls to ensure that it is effective
- d) Confirmation that relevant information on actions taken is submitted for management review

The following table shows the Quality System Elements required by ISO 9000 in the making of the final product.

	Quality System Requirements	Contents
1	Management responsibility	Define and document commitment, policy and objectives, responsibility and authority, verification resources and personnel. Appoint a management representative and conduct regular reviews of the system
2	Quality system	Establish and maintain a documented quality system ensuring that products conform to specified requirements
3	Contract Review	Ensure that customer's contractual requirements are evaluated and met
4	Product development	Plan, control and verify product development to ensure that specified requirements are met
5	Document control	System for control and identification of all documents regarding quality, e.g. procedures, instructions, and specifications
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6	Purchasing	Ensure that purchased products conform to specified requirements
7	Product identification and traceability	System to identify and control traceability of product at all stages from raw materials through production to the final product as delivered to the customer
8	Process control	Ensure and plan the control of production which directly effects quality by documented work instructions, monitoring and control of processes
9	Inspection and testing	Inspect and test incoming products, intermediate and final product; establish product conformance to specified requirements and identify non-conforming products; maintain inspection and test records
10	Inspection, measuring and test equipment	Selection and control of equipment to ensure reliability and accuracy in measuring data
11	Inspection and test status	For the whole process the products shall be identified and clearly marked concerning test status, including indication of conformance or non-conformance
12	Control of non-conforming products	Identification, documentation, evaluation, isolation (if possible) and disposition of non-conforming products
13	Corrective actions	Prevention of reoccurrence of failures (non-conformance)
14	Handling, storage packaging and delivery	Protection of the quality of the product during handling, storage, packaging and delivery
15	Quality records	Records, including those which demonstrate that the specified requirements have been met, shall be controlled and maintained
16	Internal Quality Audits	Regular, planned internal audits shall be carried out, documented



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		and recorded to verify the effectiveness of the quality system
17	Training	Training requirements at all levels shall be identified and the training planned, conducted and recorded
18	Cleaning and Disinfection	Although not required by the ISO 9000 standards, these two points should be given special attention in all food companies
19	Personal hygiene	



**HOTEL OPERATION 1
APPLY QUALITY STANDARDS**

Self-Check 4

Written Test

Directions: Answer all the questions listed below.

I. Answer the following Questions (5 pts each)

1. _____ is checking of quality assurance must be highly considered?
2. Available process to perform on a whole consumer product is _____?
3. Write 3 aspect of company quality approach?

Note: Satisfactory rating – 10points and above Unsatisfactory - below 10 points

You can ask you teacher for the copy of the correct answers.



**INFORMATION
SHEET-5**

LO5 COMPLETE DOCUMENTATION

Documents: written policies, process descriptions, procedures, and blank forms

- ✓ Used to communicate information
Records: worksheets, forms, charts, labels
- ✓ Used to capture information, activities, or results when performing a procedure
May be paper or electronic

5.1 Recording all production processes and outcomes

- ✓ **Record:** A document regardless of form or medium created, received, maintained, and used by an organization (public or private) or an individual in pursuance of legal obligations or in the transaction of business, of which it forms a part or provides evidence.
- ✓ Why is Records Essential?
 - ❖ For continuous monitoring of quality system
 - ❖ For specimen tracking throughout process
 - ❖ To identify failures in equipment
 - ❖ To revisit information; reference
 - ❖ For use as a management tool
- ✓ Patch documentation
 - ❖ The supplier shall establish and maintain methods to ensure that all documentation required to describe, test, install, and apply a patch has been verified and delivered with the patch.
- ✓ Control of quality records
 - ❖ The supplier shall establish and maintain documented procedures for identification, collection, indexing, access, filing, storage, maintenance, and disposition of quality records. Quality records shall be maintained to demonstrate conformance to specified requirements and the effective operation of the quality system. Pertinent quality records from the subcontractor shall be an element of these data.



HOTEL OPERATION 1 APPLY QUALITY STANDARDS

- ❖ All quality records shall be legible and shall be stored and retained in such a way that they are readily retrievable in facilities that provide a suitable environment to prevent damage or deterioration and to prevent loss. Retention times of quality records shall be established and recorded. Where agreed contractually, quality records shall be made available for evaluation by the customer or the customer's representative for an agreed period.
 - ❖ The supplier shall establish and maintain documented procedures for planning and implementing internal quality audits to verify whether quality activities and related results comply with planned arrangements and to determine the effectiveness of the quality system. Internal quality audits shall be scheduled on the basis of the status and importance of the activity to be audited and shall be carried out by personnel independent of those having direct responsibility for the activity being audited.
 - ❖ The results of the audits shall be recorded and brought to the attention of the personnel having responsibility in the area audited. The management personnel responsible for the area shall take timely corrective action on deficiencies found during the audit. Follow-up audit activities shall verify and record the implementation and effectiveness of the corrective action taken.
- ✓ Training
- ❖ The supplier shall establish and maintain documented procedures for identifying training needs and provide for the training of all personnel performing activities affecting quality. Personnel performing specific assigned tasks shall be qualified on the basis of appropriate education, training and/or experience, as required. Appropriate records of training shall be maintained.



HOTEL OPERATION 1 APPLY QUALITY STANDARDS

✓ Servicing

- ❖ Where servicing is a specified requirement, the supplier shall establish and maintain documented procedures for performing, verifying and reporting that the servicing meets the specified requirements.

✓ Statistical Techniques

- ❖ The supplier shall identify the need for statistical techniques required for establishing, controlling, and verifying process capability and product characteristics.



HOTEL OPERATION 1 APPLY QUALITY STANDARDS

Self-Check 5

Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

I. Define the following terminologies (3 pts each)

- A. Documents
- B. Records
- C. patch documentation

II. Answer the following Questions (3 pts each)

- 1. Why is Records Essential?
- 2. Explain servicing?

Note: Satisfactory rating – 10points and above Unsatisfactory - below 10 points

You can ask you teacher for the copy of the correct answers.