

ANALIZA STATISTICĂ UTILIZATĂ PENTRU ÎMBUNĂTĂȚIREA CALITĂȚII PROCESELOR TEHNOLOGICE

STATISTICAL ANALYZE USED TO IMPROVE TECHNOLOGICAL QUALITY PROCESS

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Abstract: The performance of the complaint handling process can be maximized when it comes to encouraging customers to communicate any suggestion or dissatisfaction about the purchased product, including customer satisfaction queries. Regular analysis of complaints can determine whether there are obvious or changing trends or things that can change or correct to stop complaints, improve customer service or increase customer satisfaction. In the course of a customer complaint in an organization it is found that by using an interdisciplinary team the unnecessary interfaces are removed and the speed of the process is greatly increased. Using statistical tools it is possible to identify the factors with negative influence in technological culture process and give the opportunity to develop and implement new tools and methods for future improvement of manufacturing system.

Keywords: technological process, innovation, complaint, quality management, barriers