VII. CONCLUSION

SPC provides surveillance and feedback for keeping processes in control and signals when a problem within the manufacturing process has occurred. Based on the observed exercise at the case study company, initial results were corrected progressively as good final results were generated by choosing critical parameters to correct through machine adjustment. The control limits of a process would give information on what a process could do when it is operating properly. These limits would be set by the quality of the machinery and the skills of the operator for cost effectiveness of the plant production.

REFERENCES

[1] P.Tripath, A.Shukla A, "A Textbook of research Methodology in social Sciences", Educational Publishers, New Delhi, India, 2005

[2] N.Chinyemba, Research Thesis, "Development of Cybernetics Engineering Strategies for the Manufacturing to Enhance Productivity in Zimbabwe", 2007

[3] A. Wachs, PhD Research, "Misapplications of SPC and the Consequences - Many manufacturing leaders believe that their production personnel use SPC properly, but the evidence suggest otherwise", 2008

[4] M.Saunders, P.Lewis, A. Thornhill, "Research Methods for Business Studies", Financial times: Prentice Hall of India, 3rd Edition, 2010

[5] J.Antony, A. Balbontin, T. Taner, "Key ingredients for the effective implementation of statistical process Control", Business Process Management Journal, 49 (6) pp. 242-247, 2000.

[6] M.Franco-Santo, M. Kennerly, P. Micheli, "Towards a Definition of a Business Performance Measurement System", International Journal of Operations and Production Management, 27(8), pp. 784- 801, 2007

[7] J.Heizer, B. Render, "Operation Management". 9th Edition. New Jersey. Pearson Education, 2008.

.[8] B.Mason, J. Antony, "Statistical process control: an essential ingredient for improving service and manufacturing quality, Managing Service Quality", 10 (4) pp. 233 – 238, 2000.

[9] J.S.Oakland," Oakland on Quality Management". United Kingdom. Butterworth Heinemann, 2004.

[10] I. Salaheldin, "Critical success factors for TQM implementation and their impact on performance of SMEs", International Journal of Productivity and Performance Management, 58 (3) pp. 215 – 237, 2009.

[11] E.Shenawy, T. Baker, D.J. Lemak, "A Meta- Analysis of the Effect of TQM on Competitive Advantage". International Journal of Quality and Reliability Management, 24(5),pp. 442- 471, 2007.