

Quality Assurance Testing Practices – A Case Study at Trigo Quality Production Services Pvt Ltd Pune.

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ABSTRACT

The Indian government's drive to move Indian economy from cash to cash less economy is a major step towards achievement of its flagship program of Digital India which visions India as a digitally empowered and a knowledge society. The primary aim of this move is to reduce high dependence on cash and also to bring more transparency and efficiency in the system. These practices offer various opportunities, but on the other hand, these are not free from challenges. The various digital instruments are introduced by the government to make cash less payments and transfers possible like banking cards, mobile wallets, internet and mobile banking, UPI, BHIM app etc. The demonetization moves of the government made cash crunch in the economy for a while, due to which most of people shifted to digital payments. However, it is not possible for the whole nation to move towards digital payments, where a large number of people live under poverty and miserable conditions, creating challenges for the cash less economy drive of govt.

Keywords: banking transactions, cashless economy, cashless transactions, digital banking, digital financial solutions

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INTRODUCTION

In present fast changing and developing world, one never knows how & when things would change particularly a manufacturer has to have knowledge about the ever changing scenario. Quality control is simplest process of insuring the product delivered to the customer meets or exceeds expectations. In reality the business of quality control is an involved process where the entrepreneur or corporate manager must interact with their customer to develop a congenial relationship between customer and a producer quality plays a vital role. Quality control activities have now become the lifeblood of all successful organization. It is because of this quality Control activities the company's image is enhanced and of course ultimately of profit.

Objective of the Study

- (1) To understand quality testing practice in assembling save parts for Volkswagen cars.
- (2) To examination conclusion of the representatives working in Trigo Quality generation administrations in regards to consistent quality testing
- (3) To investigation the way toward checking nature of various extra parts used to Volkswagen autos.
- (4) To give proposals with respect to quality practices of Trigo Quality creation administrations Pvt Ltd. Pune (If required).

Scope of the Study

- (1) The study is related with Trigo group under Volkswagen India Pvt Ltd. Chakan
- (2) The study is mainly focus on the quality control process and practices

- (3) The study is related with quality control process and practices, quality control instruments and equipments and also quality control documentation process in a proper position

Limitations of the Study

- (1) The study has been completed during short period of days.
- (2) Time factor has become one of the limitations of the study.
- (3) Cannot provide details and customers link.
- (4) The study is only limited with Quality testing practices in Trigo quality production services Pvt Ltd, Pune.

RESEARCH METHODOLOGY

Under the Research Methodology the researcher has used primary and secondary sources for collecting data [8].

Primary Sources

Information was collected from Primary method of data collection is by Observation made in the TRIGO Group Under Volkswagen India Pvt Ltd. And by discussing and through Questionnaire collecting information through Industry Guide and employees [6]. The Quality Control Documentation and company profile, history was collected as primary information for the project [5].

Secondary Sources-

The data collected through secondary sources is called secondary data. The researcher has use following secondary sources for collecting secondary data. Company Websites Reference books [7].

LITERATURE REVIEW

- (1) A research topic of measures for quality research authors have declared that ought to be prefaced upon the standards of logical request (i.e., experimental perceptions utilizing methodical designs), the hypothetical underpinnings and reasoning of

science (both positivist and post-positivist), and an agreement of a group of researchers (Shavelson and Towne, 2002; Singleton, Straits, and Straits, 1993). While space constraints keep a depiction of these premises, the part of agreement can be examined to sum things up. Accord among a group of researchers is a standout amongst the most regarded methods for quality evaluation. Techniques for achieving agreement incorporate position explanations, gatherings, the associate survey process, and deliberate audit [1].

- (2) A Research Topic of The Practice of Quality Management Edited by Philip J. Leaderer William E. Simon Graduate institute of Business Administration University of Rochester. On March 26 and 27. 1993 an examination on the point of observational research in quality Management the reason for meeting was empower driving researchers to start research of value administration [2].
- (3) A research topic of quality control best practices. Creator of Freddie Mac. Paper distributed on April. 2015 Our broad research into the acts of fruitful home loan moneylenders has reinforced our conviction that solid and successful quality control programs are fundamental to the home loan industry. Associations with a pledge to quality control perceive that quality starts previously an application is taken and proceeds all through the whole home loan beginning procedure [3].
- (4) This report was set up by the sweep group for Scan April 2009, Best Practices in Quality Control and Assurance in Design, whose individuals are recorded beneath. Output arranging and coordination are

overseen by Arora and Associates, P. C.; Harry Capers PE is the Principal Investigator [4].

- (5) The Research Topic of Quality Assurance and Quality Control in Research Development Author of Peter Bode Delft University of Technology, Interfaculty Reactor Institute Mekeweg 2015 Delft, The Nether Lands.

THEORETICAL BACKGROUND INTRODUCTION

Overseeing quality on your venture implies that you should first comprehend the particular quality desires of your client and after that set up a proactive arrangement to meet those desires. The “proactive arrangement” contains various components the most important of which are the quality control and quality confirmation exercises that should be performed.

Quality control and quality related exercises related with the making of undertaking expectations. Quality control is utilized to check that expectations are of adequate quality and that they are finished and adjust. Cases of quality control exercises incorporate deliverable associate audits and the testing procedure.

Quality assurance alludes to the procedure used to make the expectations, and can be performed by a supervisor, customer, or even an outsider analyst. Cases of value confirmation incorporate process agendas and undertaking reviews. In the event that your undertaking gets inspected, for example, an examiner would not have the capacity to tell if the substance of a particular deliverable is adequate (quality control). However, the evaluator ought to have the capacity to tell if the deliverable appears to be worthy in view of the procedure used to make it (quality assurance). That is the reason venture

inspectors can play out a quality confirmation audit on your task, regardless of whether they do not have the foggiest idea about the specifics of what you are conveying. They do not have the foggiest idea about your task, yet they comprehend what great procedures resemble.

Quality control is a procedure that is utilized to guarantee a specific level of value in an item or administrations. It may incorporate whatever activities a business esteems important to accommodate the control and check of specific attributes of an item or administrations. Regularly, it includes completely looking at and testing the nature of items or the consequences of administrations. The essential objective of this procedure is to guarantee that the items or administrations that are given meet particular necessities and attributes, for example, being reliable, attractive, safe and financially stable.

Definition

Add up to quality control refers to control of item or administrations yield quality by building up quality level of objectives. Quality control regularly includes review, examination, and activity to roll out recognized improvements so as to keep up or accomplish the required quality level. Contrast and quality change, which includes taking activities to surpass the current required quality level, and quality confirmation, which is the arrangement of moves made, for example, investigation, to unquestionably guarantee that the item is out of adequate quality.

American National Standards Institute (1978)

ISO Standards

There are two standards of ISO they are: ISO 9000 Standards, ISO 14000 Standards. These standards can be explained as follow its working condition are been mentioned this

certificate are given for the total working of the organization and also for the product which the organization manufacture these are given for the product safety and for environmental care taken by the organization.

ISO 9000 Standards

Increment in global exchange amid the 1980s made a requirement for the improvement of general principles of value. Widespread gauges were viewed as vital with the end goal for organizations to have the capacity to impartially archive their quality practices far and wide. At that point in 1987 the International Organization for Standardization (ISO) distributed it's initially set of norms for quality administration Called ISO 9000. The International Organization for Standardization (ISO) is a global association whose design is to set up concurrence on worldwide quality benchmarks. It at present has individuals from 91 nations, including the United States. To create and advance global quality models, ISO 9000 has been created. ISO 9000 comprises of an arrangement of measures and an accreditation procedure for organizations. By getting ISO 9000 affirmation, organizations show that they have met the norms determined by the ISO. The benchmarks are material to a wide range of organizations and have increased worldwide.

ISO 9000:2000 – Quality management systems fundamental and standards provides the terminology and definitions used in the standards. It is the starting point for understanding the system of standards.

ISO 9001:2000 – Quality management systems requirements this is the standard used for the certification of a firm's quality management system. It is used to demonstrate the conformity of quality

management systems to meet customer requirements.

ISO 9004:2000 – Quality Management systems Guidelines for Performance provides guidelines for establishing a quality management system [9]. It focuses not only on meeting customer requirements but also on improving performance. These three standards are the most widely used and apply to the majority of companies. However, ten more published standards and guidelines exist as part of the ISO 9000 family of standards.

ISO 14000 Standards

The need for standardization of quality created an input for the development of other standards. In 1996 the International Standards Organization introduced standards for evaluating a company's environmental responsibility. These standards, termed as ISO 14000, focus on three major areas.

Management systems standards measure systems development and integration of environmental responsibility into the overall business.

Operations standards include the measurement of consumption of natural resources and energy.

Environmental systems standards measure emission effluents, and other waste systems. With greater interest in green manufacturing and more awareness.

Data Analysis and Interpretation

The company has mainly providing Quality Services of every sector in this research has automobile sector. The researcher has collected the data about the Quality Control Practices in Manufacturing Spare Parts for Volkswagen Cars Questionnaire these products.

Whether every using testing equipment having numbering as per Documented Procedure?

Interpretation

The above table and graph shows that, 100 % testing equipment as numbering as per document procedure. Because of quality department has quality system certified.

If you find out any defective part then what further process followed?

Interpretation

The above table and graph show that in case of find out defective parts after process 75% employees are preferred to raise complaints and 25% employees are prefer to rework and retest of part the process of raising complaint is time consuming and increasing human efforts and paper work so as researcher it is suggested that the employees are needs to give preference for rework and retest of the part.

Is the measuring, Inspection and testing equipments calibrated as per documented procedure?

Interpretation

The above table and graph shows that, 93.75% is all measuring; inspection and testing equipment are calibrated as per document. But 6.25% calibrated Instrument are not as per document procedure

Findings

The following are the findings I have pointed out from my study:

- (1) It is observed that there is practice in Trigo Quality Production services that submit Quality Inspection Report Q.C Manager.
- (2) It is observed that company importance is given to satisfaction

of customers. Therefore, there is no compromise in quality.

- (3) It is observed that Quality System is certified as per standards norms in Trigo Quality Production Services.
- (4) It is observed that each part has checking in two stages.
- (5) It is observed that company using Advance Technology Machines for checking Quality parameters.
- (6) It is observed that Trigo has providing regular Quality checking Training for employees.
- (7) It is observed that Quality document procedure is systematic as per company standard and norms.

Suggestions

- (1) Trigo quality services at the present is quality testing it is benchmarking company so as researcher suggested that the company maintain present quality practices in the future.
- (2) It is observed that in case of find out defective parts after process 75% employees are preferred to raise complaints and 25% employees are preferred to rework and retest of part the process of raising complaint is time consuming and increasing human efforts and paper work so as researcher it is suggested that the employees are needs to give preference for rework and retest of the part.
- (3) It is observed that in Inspection table one instrument is calibrate in outdated in 30days so calibrate instruments are proper in time.

CONCLUSION

As per the research study the researcher has able to understand quality testing practices are multinational company in automobile sector.

During the research study he has well aware about different quality process and practices such as turbo charger, front break disk, clutch plate, and shock absorber etc.

with their specifications also he has well aware about quality technique process activity, he has also understood the quality checking process in details with different machine and equipments used for the Quality Inspection process.

Finally, due to research study the researcher has able to understand the concept of quality testing practices in Trigo quality production services under site of Volkswagen Automobile plant, Pune.

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