

## Development of a Quality Management System

CPC High-Technology LTD

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Technology Company CPC is requested to comply with international quality management standards, in the specific field of aviation and the military - AS9100. The purpose of the project is to build an information system that organizes and displays data according to quality management work process requirements that affect quality level of the company. The system will collect real-time data with quantitative and visual displays.

The company has an ERP information system (Priority), which contains accumulated data. The ERP system doesn't include not analysis and reports in the quality module. Currently this data is processed in EXCEL sheets, which requires multi-manual work; however, the data analysis is less effective and visual.

The project can be a major contribution to improving ability to manage an effective quality system in the company in real time, which provide visual analyzed data and improvements of selected processes.

Contribution to KM is the development of a theoretical and quantitative model to estimate the quality level of the company, by the use of visual data tools.

During the project the quality control processes were learned enabling to build the model to measure the quality parameters and data visualization.

The results of the Project show that a model can be used to indicate the level of quality parameters of work processes.

The next two steps will be to continue developing an interface between quality management and financial systems for non- quality costs evaluation and to develop a universal model for common usage.