

Quality Management Identified as Responsibility for All

Quality Management has been identified as the responsibility of everyone in achieving and sustaining success in any organisation.

This was the view of Mr. William Onwuka, on Thursday, September 28, 2017, in his presentation as the Guest Lecturer at the Town and Gown Interaction, organised by the Department of Biological Sciences, Covenant University, Ota.

Onwuka, a Principal Consultant at Fine Spectra Consult Limited, Lagos, in his paper titled, "**The Quest for Excellence: Opportunities for a Career in Quality Management,**" explained that when everyone does their bit, the organisation becomes stronger.



Immediate Past Head, Department of Biological Sciences, Professor Adesola Ajayi, presenting some Covenant Souvenirs to Mr Williams Onwuka

"The understanding is that in any work done, the ultimate expectation is not to be an average performer but an excellent performer. And the concept of excellence is to achieve zero defect," he explained.

The guest speaker explained further that the organisation must come to terms with requirements of interested parties. That is, all those who are concerned by its activities, those who make input into what it does as well as those that the products or services affects.

"In quality, we try to know every person, not just only the customers that buys our products. The customers in this context are all that are affected by what we do," he noted.

Quality, he said, has three goals which include customers' satisfaction, compliance with statutory and regulatory requirements and sustainability, noting that when quality is improved, it leads to lower cost, improved productivity, capturing of market share, sustained business and provision of more jobs.

He enumerated job opportunities and benefits in quality profession which included quality control, quality assurance, quality management and total quality management. The benefits, he said, include opportunity to learn valuable management strategies and the mechanics of how companies operate, increase earnings potentials and professional marketability to potential employers or within one's organisation as well as become an entrepreneur, among others.

Onwuka enjoined the participants to aim at acquiring necessary skills and certifications needed to become a quality professional. He also advised them to have vision, network for net worth and be focused to achieve career success.

The Head, Department of Biological Sciences, Dr. Grace Olasehinde had earlier remarked that the Town and Gown seminar was put in place to prepare the students for the world of work in order to meet the industry expectations.
