

**DESIGN OF A QUALITY ASSURANCE SYSTEM
FOR A MANUFACTURING INDUSTRY**

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INTRODUCTION

The manufacturing process is quite a complicated procedure which is producing the required output result. Since sales and manufacturing are closely related, it is highly necessary to provide customer satisfaction through various aspects of the product. These could be quality, appearance, cost, etc.

In modern manufacturing industries, the quality of the products is achieved through the Quality Assurance System, trying at the same time to improve quality. The purpose of this study, is to design a Quality Assurance Manual concerning the procedures utilized by the shoe industry.

The study is divided into three chapters into which it has been attempted to include all the necessary theoretical background and necessary practical procedures. In chapter 1, a general layout concerning the Quality Assurance System, is provided. Additionally, the various functions related to the quality are explained in detail (e.g. quality and the market)

In chapter 2, a detail investigation, concerning the departmentalization of a Quality Assurance System, has been conducted. Particularly, it describes the various departments, their policy and the practical application of these policies

Finally, in chapter 3, the actual Quality Assurance Manual is provided. As an example, is explaining in detail the operations adopted by the KENO SHOES LTD. Through the pages of this chapter, the reader might find it interesting facing the particular concepts of a Quality Assurance Manual as explained in this chapter.

The study comes to an end, with the provision of the author's conclusions. Additionally, it has been considered important to include several pages of appendices.

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