



# Quality Assurance and Maintenance

M Metal's goal to ensure excellence is inherent in every component of the manufacturing processes.

M Metal's aims are to produce products and provide services exceed customer expectations.

On 1<sup>st</sup> Dec 2011, the Company implements two programs namely

- (a) Quality Assurance (QA) Program and
- (b) Preventive Maintenance Program.

The QA program adopts the **PDCA model** developed by Dr W Edwards Deming.

The four quality assurance steps within the PDCA model comprise of

- **P : Plan**  
Establish objectives and processes required to deliver the desired results
- **D: Do**  
Implement the process developed
- **C: Check**  
Monitor and evaluate the implemented process by testing the results against the predetermined objectives.
- **A : Act**  
Apply actions necessary for improvement if the results require changes.

To achieve Quality Excellence, M Metal recognised that a sound and robust **Preventive Maintenance Scheme** should be in place. The objective of the scheme is to prevent any major breakdown of the machineries, thus allowing high level delivery performance to customers.

