

## THE SUPERIORITY COST PROTOTYPES AND OPTIMIZATION CENTERED ON ADVANCED MANUFACTURING ENVIRONMENT

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### Abstract:

Advanced manufacturing technology has not only the technology advanced facet but also the conceptually advanced facet, according to this principle idea, the paper pointed out that quality cost must be re-identification under the concept of "reasonable quality". A relative perfect quality cost management evaluating system conformed to AME requirements must be constructed and quality cost evaluation index system has been designed in this paper.

### I. INTRODUCTION

Advanced manufacturing environment is a manufacturing environment (partly) including advanced manufacturing technology, such as FM (Flexible Manufacturing), Agile Manufacturing, Lean Production, CE (Concurrent Engineering) and other production environment of advanced manufacturing mode. Advanced manufacturing technology, simply to say, is the infiltration of information technology to manufacturing technology, this concept is beyond the border of the traditional manufacturing techniques and factories and workshops, from system of the market demand, innovative design, process technology to organization and monitoring of the production process, market information feedback; a modern manufacturing engineering project of information, design methods, process

technology, energy engineering and corresponding management project integration, which is centered by advanced manufacturing technology and computer application technology; is a high-tech system with continuous update and development. Advanced manufacturing technology includes four aspects such as design technology for manufacturing, manufacturing technology, supporting technology, manufacturing base and its development trend is: conventional manufacturing processes optimization; the development of special processing methods; professional interdisciplinary integration, the disappearance of boundaries; technology from the experience to quantitative analysis; close connection of high-tech and traditional crafts. All Advanced manufacturing

technology, especially the mechanical manufacturing technology, is not the traditional sense of the mechanical manufacturing technology; it is a new and emerging technology including mechanism, electron, optics, information science, materials science, biological science, the latest achievements of management. A typical representative of modern advanced manufacturing technology is the computer integrated manufacturing (CIM), a high-tech orienting business production process [2]. As a result of the use of advanced manufacturing technology, China's Manufacturing environment has undergone tremendous change, the internal management of its own is in an urgent need to be improved.

Modern quality cost management, as an emerging discipline closely related to quality management, cost management, responsibility accounting, after decades of development, has formed a complete theoretical system and practice management methods. However, as other emerging disciplines, with the change of advanced manufacturing environment, the modern quality cost management theory still needs further improvement and development, including improvement of the concept of quality cost, the construction of quality cost management evaluation index system and so on.

Cost of quality (COQ) is defined as a methodology that allows an organization to determine the extent to which its resources are used for activities that prevent poor quality, that appraise the quality of the organization's products or services, and that result from internal and

external failures. Having such information allows an organization to determine the potential savings to be gained by implementing process improvements.

Cost of poor quality (COPQ) is defined as the costs associated with providing poor quality products or services. There are three categories:

1. Appraisal costs are costs incurred to determine the degree of conformance to quality requirements.
2. Internal failure costs are costs associated with defects found before the customer receives the product or service.
3. External failure costs are costs associated with defects found after the customer receives the product or service.

Quality-related activities that incur costs may be divided into prevention costs, appraisal costs, and internal and external failure costs.

## Appraisal costs

Appraisal costs are associated with measuring and monitoring activities related to quality. These costs are associated with the suppliers' and customers' evaluation of purchased materials, processes, products, and services to ensure that they conform to specifications. They could include:

- Verification: Checking of incoming material, process setup, and products against agreed specifications
- Quality audits: Confirmation that the quality system is functioning correctly

- Supplier rating: Assessment and approval of suppliers of products and services

## Cost of Quality:

### Internal failure costs

Internal failure costs are incurred to remedy defects discovered before the product or service is delivered to the customer. These costs occur when the results of work fail to reach design quality standards and are detected before they are transferred to the customer. They could include:

- Waste: Performance of unnecessary work or holding of stock as a result of errors, poor organization, or communication
- Scrap: Defective product or material that cannot be repaired, used, or sold
- Rework or rectification: Correction of defective material or errors
- Failure analysis: Activity required to establish the causes of internal product or service failure

### External failure costs

External failure costs are incurred to remedy defects discovered by customers. These costs occur when products or services that fail to reach design quality standards are not detected until after transfer to the customer. They could include:

- Repairs and servicing: Of both returned products and those in the field
- Warranty claims: Failed products that are replaced or services that are re-performed under a guarantee

- Complaints: All work and costs associated with handling and servicing customers' complaints
- Returns: Handling and investigation of rejected or recalled products, including transport cost

## **PREVENTION COSTS**

Prevention costs are incurred to prevent or avoid quality problems. These costs are associated with the design, implementation, and maintenance of the quality management system. They are planned and incurred before actual operation, and they could include:

- Product or service requirements: Establishment of specifications for incoming materials, processes, finished products, and services
- Quality planning: Creation of plans for quality, reliability, operations, production, and inspection
- Quality assurance: Creation and maintenance of the quality system
- Training: Development, preparation, and maintenance of programs

## **Proposed method**

In advanced manufacturing environment, the concept of quality costs must be redefined according to "reasonable quality", to ensure that quality is neither a shortage nor a surplus, on this basis, building a quality management evaluation system. The quality cost evaluation index indicator system design should follow the principle of science, system, feasibility and comparability, the composition of indicator system includes a total of nine two categories of review indicators and

economic indicators, objectively assess the level of quality cost management.

## **Methodology**

## **II. THE EMPHASES ANALYSIS OF QUALITY COST MANAGEMENT IN ADVANCED MANUFACTURING ENVIRONMENT**

A. To establish the best quality cost evaluation model in order to control the quality surplus. The traditional concept of quality cost refers to the expenditures cost by enterprise's endeavor to ensure and guarantee the quality satisfying customers, and the loss incurred if not. The quality costs of business operation consist of control costs and control failure costs. Control costs is caused by ensuring and guaranteeing the satisfactory quality, including costs of prevention and identification, generally, this part of the quality cost is regarded as inputs. Control failure costs are incurred by materials and products not in conformity with quality requirements, also known as the quality loss cost, including internal and external damage cost.<sup>31</sup> The structure and proportion of the four components differ in different industries, different times and different products, but their development has a certain degree of regularity, that is, test costs and the costs of prevention increase with the requirements of quality, but when quality achieve a certain level, if continuing to demand quality, quality assurance costs will rise sharply. Internal and external quality loss is just the opposite, to reduce with the continuous improvement of quality requirements, when the quality reaches a certain level, despite the increase in quality assurance, the speed of the reduction of quality loss decreased.

Therefore the best quality enterprise level, which corresponding the lowest quality cost, that is, the existence of the issue, "the best quality cost decision-making". In traditional manufacturing industries there exists a real problem of serious shortage of quality, because of limitations of science and technology, the production of business, industry and the whole society mostly exist a more and more serious problem of inadequate quality, so the quality of management, quality cost management are based on the quality inadequate, making every effort to improve product quality in order to make products to meet customer requirements. With the continuous development of advanced manufacturing technology, the concept of quality cost, the content of quality cost management in advanced manufacturing environment also changed accordingly, there exists a case of quality surplus of products quality, that is the conflict between the infinite inherent requirement to improve products quality and the natural properties of the pursuit of economic efficiency and enterprise L4J. First of all enterprises is an economic entity whose goal is maximizing the value on the premise of ensuring to assume the social responsibility, one of the ways to improve product quality, and to improve product quality, it is necessary to improve the machining accuracy, the higher the machining accuracy, the higher the pass rate of the products, and the less the loss of the unqualified goods, this also means that if the high-precision machinery and equipment or raw materials with good performance are used in processing, the investment would increase. Therefore, there is a game between the quality cost



management and cost-effective, the process inputs and outputs need to be in a delicate balance. In the production process, to maintain a reasonable level of quality, quality costs output will be limited to the economic scope, this is the goal which quality cost management activities are carried out to achieve. Usually the quality is judged by process capability index  $C_p$ , in the majority views that it is reasonable between 1-1.33, there will be unqualified products if less than 1, not economic if greater than 1.67, many companies pursue the perfect zero-defect movement, which calls for high demands of process capability index, such as the Motorola in the United States carries out a quality improvement movement of  $C_p = 2$ , although this does not completely avoid the emergence of substandard goods, but the quality excess costs brought about should be reassessed as the quality excess costs in quality cost management.

In the manufacturing process, the improvement of product quality will be constrained by the cost in certain condition. The change of passing rate will impact the rise and fall of the quality costs in two aspects: on one hand, the improvement of passing rate decreases the waste losses; On the other hand, in order to increase the passing rate, we need to do more prevention and control measures and the means of test, which is bound to increase prevention costs and appraisal costs, leading to rising costs

### **III. THE ESTABLISHMENT OF QUALITY COST MANAGEMENT EVALUATION INDEX SYSTEM**

In advanced manufacturing technology environment, design quality cost management evaluation

indicators, correctly and objectively analyze and evaluate the proportion of quality cost in corporate profits, sales, and the output value, scientifically measure the degree of impact of changes of quality cost towards the economic efficiency of enterprises, ensure that quality cost is regarded as a quantitative economic assessment indicators under the premise of "reasonable quality", and be used directly on the micro-enterprise management decision-making, improving the quality cost management.

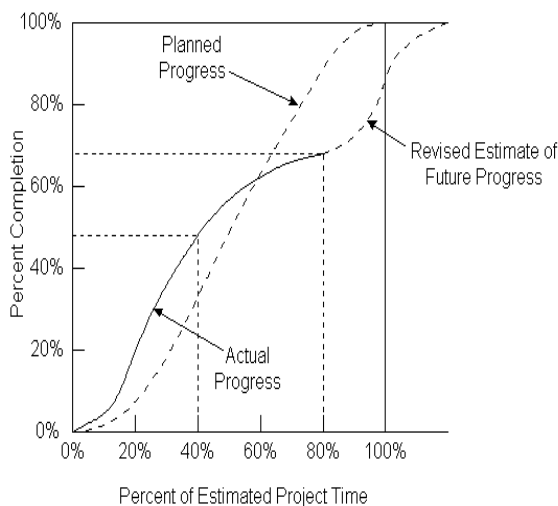
#### **A. Principles of quality cost management evaluation index system design**

In order to correctly reflect the actual meaning of quality cost, Indicators of the indicator system should be based on objective, scientific basis, to reflect the correct meaning of the quality cost, scientifically evaluating the results achieved by the quality cost. (2) Systemic principles. Indicator system as an organic whole, should be able to reflect entirely and accurately measure the target being assessed, different indicators should be able to reflect the change of quality cost from different aspects, the indicators are independent of each other and interrelated and complemented with each other to form an organic whole. (3) The feasibility of the principle. All indicators should have measurable indicators, readily available data, simple and feasible calculation method, and be able to meet the needs of different departments and different levels. (4) The principle of comparability. Indicators of the indicator system should contain horizontal comparability between enterprises and itself, and the longitudinal comparability of industries in economic development.

B. The composition of the quality cost management evaluation indicators system  
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## 1) Subjective indicators

Subjective indicators, refers to the relevant indicators adopting different attitudes and behavior out of different understanding of quality costs, resulting in changes in the level of quality cost management changes. The aim of carrying out quality cost management is to enable people to understand the importance of quality costs, that is to say, to conduct full mobilization and education like the implementation of total quality management and all other modern enterprise management methods, so that every employee of enterprises will recognize that: Enterprise exist a recurrent cost problem, and may be inextricably related to the quality of his work, it is necessary to control economically in order to improve the overall economic benefits.



## CONCLUSION

Advanced manufacturing environment is not only technically advanced, but also has an advanced concept in mind, which is more important. In advanced manufacturing environment, the

concept of quality costs must be redefined according to "reasonable quality", to ensure that quality is neither a shortage nor a surplus, on this basis, building a quality management evaluation system. The quality cost evaluation index indicator system design should follow the principle of science, system, feasibility and comparability, the composition of indicator system includes a total of nine two categories of review indicators and economic indicators, objectively assess the level of quality cost management.

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