

## Abstract

Nowadays, the quality and customer satisfactions have become one of the most profitable changes that occurred in the world. Giving emphasis upon product and service quality has become the major key to the successful realization of this economic global concerns. As a result, this project concentrates on how to improve quality to reduce the number of failures in Nanyang Wale Manufacture by using principles of continuous improvement. For efficiency and efficiency, the eight and seven tool techniques are fundamental to find out the defective items.

Thus the root causes are cause of problem for reducing the percentage of final and optimizing on benefit in order to minimize the defective quantity or reduce the cost of non conforming product by using Pareto analysis tools and analyze the root causes. The five symptoms the defective products are large gap, poor surface, bending, poor color, and wrong alignment. The major causes are man, machine, measurement method and materials. These factors causes result from no job description policies, employees and lack of knowledge, skill of employee. We reduce the percentage of final reject and improve quality of this product by finding out the root cause and implementing the possible solutions, monitoring quality continuously.

After improving quality of large gap of wooden ware manufacturing process, the final project decrease from 1.3% to 0.90% and the company more benefits.