

# **ANALIZA STATISTICĂ A CALITĂȚII PENTRU ELIMINAREA DEFECTELOR ȘI RECLAMAȚIILOR PE DIVIZIA EXTRUZIUNI**

## **STATISTICAL QUALITY ANALYSIS FOR ELIMINATION OF DEFECTS AND COMPLAINTS IN THE EXTRUSION DIVISION**

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**Abstract:** Listening to clients is an important step in the process continuous improvement of product quality and organization management. From this point of view, the complaint is the way a customer he expresses dissatisfaction, and for organizations he represents free, spontaneous and fast source of information. The claim sets finger on the wound, showing dysfunctions and weaknesses a quality of products and management. In this way, the efficient solutions can be identified in the process of continuous improvement quality. Customers can accept the fact that the manufacturing company made it error and that it will take the necessary steps to repair it mistakes made. Factors considered were the complaints of the partners and the material used that caused a series of malfunctions. The study presents the way in which through the statistical analyzes of the defects and claims within the technological processes in our case the extrusion section can identify the weak points and implement measures to improve the quality.

**Keywords:** quality management, defect, claims, statistical analyze