CONTENT

Introduction 4

1 The current state of the solving problems at home and abroad 7

1.1 Integrated Management System 8

1.1.1 Factors, goals and advantages of the integrated management system 11

1.1.2 The content of the components of the integrated management system 14

1.1.2.1 Factors affecting the integration of management systems 15

1.1.2.2 Comparison at the level of specificities of management systems 17

1.1.3 Implementation of the integrated management system 18

1.2 Importance of never-ending improvement 19

1.2.1 Tools and techniques of quality improvement 22

1.2.2 Six Sigma 24

1.2.2.1 Implementing of Six Sigma 24

1.2.3 Systems of improvement 27

1.2.4 Implementation of statistical methods within the modern systems of quality improvement 29

1.3 Quality cost 31

1.3.1 Defining quality costs 33

1.3.2 Costs categorization 35

1.3.3 Levels of the poor quality costs 37

1.3.4 Relationship between the categories of quality costs 38

1.3.5 Models of the poor quality costs 41

1.3.5.1 New COQ Model 44

1.3.5.2 Taguchi ´s loss-making function 46

1.4 The cost of the environment 49

1.4.1 Environmental cost accounting of material flow 51

1.4.2 Basic Elements of MFCA 52

1.4.3 Definitions and classification of environmental costs 53

1.5 Cost of OSH 56

1.5.1 Impact studies based on insurance 60
1.5.2 Impact studies based on activities 61
1.5.3 Selected methods of measuring OSH costs based on activities 62
1.5.3.1 The relationship between safety and quality 62
1.5.3.2 COQ model and its application to security 63
1.5.3.3 Analysis of security costs 64
2 Methodology and research methods 66
2.1 Object of research 66
2.2 Production of copper wire 68
2.3 The statistical methods applied in the production process of Cu wire 71
2.3.1 Design of Experiments 71
2.3.2 Experiment planning, identification of factors and noises 73
2.4 Methods of measurement and control of oxide layer 74
2.4.1 Surface oxides as the object of improving 75
2.4.2 Methods of reduction of copper wires´ oxide layer 79
3 Results 82
3.1 Cost Model of Integrated improvement 82
3.1.1 Mathematical expression of the integrated improvement cost model 83
3.1.2 Modelling of the cost function of integrated improvement 85
3.2 Design of Experiments 1 in Cu Drôt, a.s. 87
3.2.1 The role and assignment of the objectives in Experiment 1 87
3.2.2 Determination of response 88
3.2.3 Factors, collection and preparation of data 89
3.2.4 Selection of experiments strategy 92
3.2.5 Evaluation of the results of the experiment 98
3.3 Design of Experiment 2 in Cu Drôt, a.s. 105
3.3.1 The role and assignment of the objectives in Experiment 2 105
3.3.2 Evaluation of the results of the experiment 106
3.3.3 Interpretation of the results in Experiment 2 108
3.4 Estimation of the components of the integrated improvement cost function .. 111

3.4.1 Costs of continuous quality improvement 111
3.4.2 The cost of the environment 113
3.4.3 Costs of OSH 113
3.4.4 Investment costs of the technology 114
3.4.5 Expected missed opportunities 115
3.4.6 Integrated cost of improving 116
3.4.7 3-dimensional model of integrated cost of improving 117
3.5 Evaluation of cost prognosis of 3rd improvement stage 119
3.6 Discussion 121
Conclusion 123
List of Figures 125
List of tables 127
List of literature 128