



### ABSTRACT

Oliveros, Leign Anne N.; Santos, Steffanie D. *Analysis of Defects in the Production of Beauty Soaps*. De La Salle University-Dasmariñas. October 2008.

For a business to be successful, quality control is essential. Every production should focus on attaining customer satisfaction while keeping in mind that quality is as important as cost and that in the process improvement, there is no finish line. Businesses should aim for continuous improvement by setting up specific quality improvement goals to be completed in an attainable specified time frame. In particular, aiming to minimize the rate of rejects and taking corrective actions are significant for business improvement.

In an attempt to provide a concrete example of the importance of quality control in any manufacturing firm, this paper examines the soap production in a certain beauty products manufacturer (referred to as Company A in the entire paper as requested) and provides recommendations to minimize the number of rejects and to maximize productivity and profitability.

This study was conducted using the following steps: data gathering through direct observation and actual interview, analysis of possible causes of rejects and formulation of solutions. Through this well-planned methodology, the researchers were able to find out that Company A is an example of a business that fails to notice the importance of quality control. This is obvious by the fact that the



company is having a considerably high rate of rejects in sop production and still thinks that the method is efficient and without significant errors.

After a series of data analysis and observations, the researchers came up with a detailed plan of action that would minimize rejects and increase productivity in Company A.

