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# Digitally Enhanced Quality Management for Zero Defect Manufacturing

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## Abstract

Though the idea of Zero Defect Manufacturing is not new, it remains a disruptive concept that is able to entirely reshape the manufacturing ideology. Existing literature suggests that Zero Defect Manufacturing can be implemented in two different approaches – namely product- (defective parts) and / or process-oriented (defective equipment) approaches. The recent onset of Industry 4.0 presents organizations with a plethora of technologies that promise to further enhance the quality of both products and processes, but also adds a third dimension to Zero Defect Manufacturing - people. Therefore, in this paper, we add the people-oriented approach as a third dimension to Zero Defect Manufacturing and draw on practical insights to present a framework for digitally enhanced quality management.

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