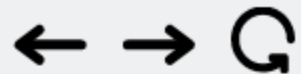




Question

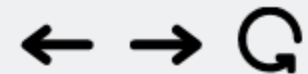


Q Achieving quality production

DEFINE QUALITY



Answer

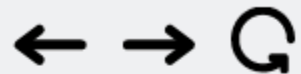


Q Achieving quality production

To produce a good or a service which *meets*
customer expectations.



Question



Q Achieving quality production

**DEFINE QUALITY
CONTROL**



Answer

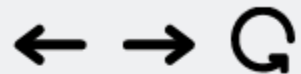


← → ↻ Q Achieving quality production

The checking for quality at the *end of the production process*, whether it is the production of a product or a service. It uses *quality inspectors* as a way of finding any faults.



Question

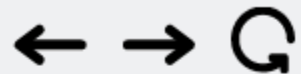


Q Achieving quality production

**DEFINE QUALITY
ASSURANCE**



Answer

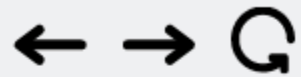


Q Achieving quality production

The checking of quality standards *throughout the production process by employees*, whether it is the production of a product/service.



Question



Q Achieving quality production

DEFINE TQM



Answer



← → ↻ Q Achieving quality production

Total Quality Management-the *continuous improvement* of products and processes by **focusing on quality at each and every stage of production.**