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Question of the quality, what is the quality in your opinion? Quality? Maybe quality is the full fill all the requirements of the customer, if the price is directly accepted. In the technical side, is the full fill the technical requirements, it depends. Next, always we have the same perspective of the quality? No.

We have two perspectives, of the customers and the producer. Which of these is much more important? Customer. Customer buy, because when we have only a nice perspective of the producer, we have good product, but maybe the product not full fill the requirements of the customer.

We have different point of view of the quality from the Japanese people, the Asians, and from the Western Union. This is the situation 28 years ago. Now, we have the same point of view of the quality.

Okay, ISO 9001 is not obligatory. Many systems is not obligatory, but sometimes we have the national norms. For example, in Poland, PM, in Germany, Deutsch, in the Russia, GOST.

And if you don't full fill these requirements, you can't sell this product to the market. For example, when I analyze this room, I know that this door must be full fill technical requirements from the public institution. If you don't have it, and the system don't check it, the next element can be used.

When I see the window, the same situation. In Poland, many standards is obligatory. For example, you know the HATSAP system.

The system is implemented in the food industry. In Poland and in European Union, the system must be implemented. If you don't have it, you must have special information that you own process of the HATSAP system.

If you have hotdog boxes and you sell the hotdogs, still you must have HATSAP system. Because in the European Union is the obligation. This reduces potential problem with the hardware.

You must remember, not all system is not obligatory. Some system is obligatory. Next, what is the structure of the importance? We have the bible of the quality.

First, we have the ISO 9000. What kind of document do you have it? We have the policy of the quality, quality rules, procedures and the manual. Okay? We have 7 quality rules and 5 quality manuals.

One more time. What kind of investment do you have it? We have the 7 quality rules. Yes? And we have the methods of the analysis of the quality service.

I don't know. So, I think that maybe we meet on the exam one time. And I hope that you all pass.

If something happens and you have no luck on the exam, they can have negative consequences in the normal term of the exam. But I hope all of you pass the exam and I hope the good result. You will pass.

You will pass. I don't like the 3 mark. I prefer 4 and higher.

So, give me an opportunity that I give you the good mark. What are the open questions? What are they about? Open questions. For example, open is 10 to 15 questions and 2 questions will be open.

For example, the quality functional problem. What is the method? Okay. Where and when we use it? And what kind of benefits we have it? Next question, quality.

Please describe what is the quality. The essence of this subject. Yes.

Yes. Yes. Yes.

Yes. Yes. Yes.

Yes. Yes. Yes.

Yes. Yes. Yes.

Yes. Yes. Yes.

Yes. Yes. Yes.

Yes. Yes.

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