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6.0. CHAPTER PRELIMINARIES

High Points of This Chapter

Compliance and Control Defined

The Relation to Quality Assurance

The Elements of the Feedback Loop

Take Action on the Difference

The Pyramid of Control

Planning for Control

The Control Spreadsheet

Stages of Control

Process Conformance

Product Conformance: Fitness for Purpose

The Role of Statistical Methods in Control

The Quality Control System and Policy Manual

Provision for Audits

Tasks for Leaders

References