Quality can be defined in multiple ways depending on the context, but broadly, it refers to the degree of excellence or superiority of something, often measured against standards, expectations, or requirements. Here are some key perspectives on quality:

1. **Customer-Based Definition**:
   Quality is meeting or exceeding customer expectations. It focuses on how well a product or service satisfies the needs and preferences of its users.

2. **Manufacturing-Based Definition**:
   Quality is conformance to specifications or standards. A product is considered high-quality if it is free from defects and consistently meets predefined criteria.

3. **Value-Based Definition**:
   Quality is achieving desired performance at an acceptable cost. It balances excellence with affordability and practicality.

4. **Transcendent Definition (Philosophical View)**:
   Quality is an innate excellence that is hard to define but recognizable when experienced (e.g., "You know it when you see it").

5. **ISO Standard Definition (ISO 9000)**:
   Quality is "the degree to which a set of inherent characteristics fulfills requirements." It emphasizes consistency and measurable attributes.

Key Dimensions of Quality (for Products & Services):

- **Performance** (Does it work as intended?)

- **Reliability** (Does it function consistently over time?)

- **Durability** (How long does it last?)

- **Features** (Does it offer useful attributes?)

- **Aesthetics** (Is it visually/appealingly designed?)

- **Serviceability** (Is it easy to repair/maintain?)

- **Perceived Quality** (Brand reputation, trust).

In essence, quality is a multifaceted concept that prioritizes meeting needs, minimizing defects, and delivering value.

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