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ACTIVITY 1

**Part one.**

Quality is a tool that makes product and/or service fit with customer requirement. Quality makes customers happy.

Lets take one example of our routine life. When we go to any grocery store to buy any fruit. Firstly by seeing we measure how fresh the fruit is and the second way is we can taste it to see is it really fresh or not? So this is the way how we check quality of product.

Second example is when we go to store to buy clothes. Firstly, we try to wear to see how it looks like quality of material.

**Part two:**

I have seen many examples of good service in millwright field. One of them I want to indicate is from where I worked. I was working as coop student in National Steel Car company. There is one store where employees get new working gloves by giving used gloves. Most interesting thing is that they always get good quality gloves. They have some standard procedure when they give any product to employees that product should be processed from procedure that makes them qualitative product.