

Homework 5

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Letter	Item	Definition (moved to match item)
f	On target with minimum variation	Quality definition used by Deming
j	ISO 9000	International quality rating system widely used
b	Inspecting and sorting good from bad	Trying to inspect quality into the product
e	SPC and DOE	Trying to build quality into the product
a	Benchmarking	Comparing performance to best company
d	The 5 Whys	A method to find “root” causes
g	ISO 14000	International environment rating system
i	Continuous Improvement	Focus of TQM philosophy
c	Loss imparted to society	Quality definition given by Taguchi
h	PDSA	A continuous improvement cycle
l	Courtesy, friendliness, promptness	Service dimensions of quality
k	Conformance, performance, reliability	Manufacturing dimensions of quality