**Chapter 4 – Word List**

**Quality (from ASQ** – The American Society for Quality) – The totality of features and characteristics of a product or service that bears on its ability to satisfy stated or implied needs.

**Cost of quality** - The cost of doing things wrong-that is, the price of non-conformance.

**ISO 9000** - A set of quality standards developed by the International Organization for Standardization.

**ISO 14000** - A series of environmental management standards established by the International Organization for Standardization.

**Total quality management** **(TQM)** - Management of an entire organization so that it excels in all aspects of products and services that are important to the customer.

**PDCA** - A continuous improvement model of plan, do, check. act.

**Six Sigma** - A program to save time, improve quality, and lower costs.

**Employee empowerment** - Enlarging employee jobs so that the added responsibility and authority is moved to the lowest level possible in the organization.

**Benchmarking -** Selecting a demonstrated standard of performance that represents the very best performance for a process or an activity.

**Check Sheet** - Any kind of form that is designed for recording data.

**Cause-and-effect diagram** - A schematic technique used to discover possible locations of quality problems. Also known as a fishbone diagram or an Ishikawa (Japanese creator) diagram

**Pareto charts** - Graphics that identify the few critical items as opposed to many less important ones.

**Flowcharts -** Block diagrams that graphically describe a process or system.

**Statistical Process Control (SPC)** – A process used to monitor standards, make measurements, and take corrective action as a product or service is being produced.

**Control charts -** Graphic presentations of process data over time, with predetermined control limits.

**Inspection** - A means of ensuring that an operation is producing at the quality level expected.

**Source inspection** - Controlling or monitoring at the point of production or purchase-at the source.

**Poka-yoke** – Japanese term literally translated as "foolproofing"; it has come to mean a device or technique that ensures the production of a good unit every time.

**Attribute inspection** - An inspection that classifies items as being either good or defective.

**Service recovery** - Training and empowering frontline workers to solve a problem immediately.