

Quality Terminology

Quality: is fitness for use (Juran)

Quality Control: It is a system where the qualities of products or services are inspected into to produce them economically to meet the requirement of the purchaser. It is the operational technique.

Quality Assurance: It means to assure quality in a product so that a customer can buy it with confidence and use it for a large period of time with satisfaction. According to ISO, QA means, "all those planned and systematic actions necessary to provide adequate confidence that a product or service will satisfy given requirements for quality.

Quality Management system refers to the organization's structure for managing its processes – or activities - that transform inputs of resources into a product or service which meet the organization's objectives, such as satisfying the customer's quality requirements, complying to regulations, or meeting environmental objectives.

Total Quality Management: TQM is both philosophy and a set of guiding principles that represent the foundation of a continuously improving organization. It is the application of quantitative methods as well as human resources to improve the whole supply chain for customers and suppliers.

Customer: Any one who receives or is affected by the product, service, or process.

External Customer: The one outside the company walls or office/department walls or the next one in chain who receives your product, service or idea.

Internal Customers: Staff members, employees or any one who works for the interest of a company or office or boss and expects a reward or salary or benefit from the company or office or boss.

Investor Customer: The one who has invested his fortune and finance to build a company and expects a good return on his/her financial capital or fortune. Shareholders, Stockholders

Social Customer: The society at large.

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