

U4.15 - Print & Cut Flashcards

Cut along the card edges. Each card shows the key term on top and the answer underneath.

CARD 1

What are the three types of quality management?

- Quality control, quality assurance and quality improvement. -

CARD 2

What is quality control?

The use of inspection, testing and measurement to check whether products, services or processes meet established quality standards and specifications.

CARD 3

Why is quality control mainly reactive?

Because it focuses on detecting defects, errors or non-conformance that have already occurred.

CARD 4

What are common features of quality control?

Inspection, testing, sampling, measurement, visual inspections, performance checks and final checks.

CARD 5

What is quality assurance?

A systematic and process-driven approach used to ensure products, services and processes consistently meet established quality standards and requirements.

CARD 6

What are common features of quality assurance?

Documented procedures, standards, employee training, audits, monitoring, clearly defined responsibilities and certification.

U4.15 - Print & Cut Flashcards

Cut along the card edges. Each card shows the key term on top and the answer underneath.

CARD 7

What is ISO 9001?

An internationally recognised quality-management-system standard used to support consistent processes and continual improvement.

CARD 8

What is quality improvement?

The ongoing process of continually enhancing products, services and business processes so that quality, efficiency and performance improve over time.

CARD 9

What are common features of quality improvement?

Continuous improvement, employee participation, quality circles, empowerment, customer feedback, benchmarking, quality data and root-cause analysis.

CARD 10

What is kaizen?

A continuous improvement approach based on regular, often small and incremental changes made throughout the organisation.

CARD 11

What is Total Quality Management?

An organisation-wide approach in which all employees share responsibility for quality, customer focus and continuous improvement.

CARD 12

What is the memory hook for the three approaches?

Control detects defects; assurance prevents defects; improvement continually raises performance.