

SAMPLE

QC INTRODUCTORY COURSE

THE MATERIALS
FOR LECTURE

ver.20260205



What is Quality Control?



- Quality control creates good products.
- It meets customer expectations.
- It helps teams plan, check and improve processes.
- Quality control ensures customer satisfaction and smooth business operation.

1.1 What is Quality - (1) Definition of Quality

Definition of "Quality"



- "Quality" needs to be clearly defined.
- Focus on the quality of products and services.
- Concrete examples enhance understanding.



Definition of Product/Service Quality



- Quality refers to meeting the intended purpose.
- Quality can also be described as "fitness for use."
- Products should match customer expectations.

Quality Equals Customer Satisfaction



- Customer satisfaction is the key to quality.
- Quality links directly to customer happiness.
- "Customer Satisfaction" ("CS") is a common term.
- Product use determines true quality.