

BUS140 MIDTERM2 Cheat Sheet

by frederick.tantowi via cheatography.com/58380/cs/15438/

Quality and Notable Names

- Quality: - Sony promotes Ability of a continuous, product/sdecisive efforts to ervice to enhance product consistently quality and to meet or reinforce its exceed quality cust. management Expectsystem

- Walter Shewart- "Father of statistical quality control" - Edwards Deming- The 14 points of quality management - Joseph Juran- Quality trilogy: quality planning, quality control, quality improvement - Taiichi Ohno & Shigeo Shingo - Toyota Executives- Developed philosophy and methods of kaizen

Performance Quality Dimensions:

o Performance- Main Features/ characteristics

o Aesthetics- appearance, feel, smell, etc

o Conformance- conforms to design specifications

o Reliability

o Durability

o Perceived Quality- Indirect evaluation of quality

o Serviceability- Handling of complaints or repairs

o Consistency- Quality



ations

By frederick.tantowi

cheatography.com/frederick-tantowi/

Not published yet. Last updated 9th April, 2018. Page 1 of 1. Sponsored by Readable.com

Measure your website readability!

https://readable.com