

Unit-I

1 Quality of Design

There are two general aspects of fitness for use: quality of design and quality of conformance. All goods and services are produced in various grades or level of quality. These variation in grades or levels of quality are intentional and consequently, the appropriate technical mean is quality of design.

2 Quality of Conformance

Quality of conformance is influenced by a number of factor including the choice of manufacturing processes, the training and supervision of the workforce. the types of process control, tests and inspection activities that are employed, the extent to which these procedure are followed, and the motivation of the workforce to achieve quality.