

9 Quality and lean production – Part 2

Name: _____ Class: _____ Date: _____

Vocabulary

Write each word three times.

English	Write it 3 times (English)
quality	_____
quality control	_____
quality assurance	_____
total quality management	_____
Lean production	_____
waste	_____

Recall

Good **quality** means a product meets the customer's needs. It wins repeat custom and protects the firm's name.

New ideas

Read these first, then do the Practice.

■ 1 Two ways to manage quality

Quality control: check at the end

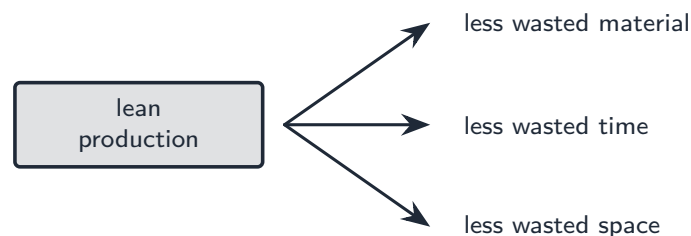


Quality assurance: build in at every stage



- **quality control** – check finished products and remove faulty ones at the end;
- **quality assurance** – build quality in at every stage, so faults are prevented;
- **total quality management** (TQM) makes *every* worker responsible for quality.

■ 2 Lean production



Lean production means cutting all kinds of **waste** – wasted material, time and space – so the same inputs make more output.

Watch out: quality *control* checks faults at the *end* (find and remove); quality *assurance* builds quality in at every stage (*prevent* faults); TQM makes *every* worker responsible. Lean production cuts waste of material, time and space.

Practice

Try these in order.

9.6 What does *quality* mean? [1]

9.7 When does *quality control* check the products? [1]

9.8 How is *quality assurance* different from quality control? [1]

9.9 What is the aim of *lean production*? [1]

9.10 Give one type of waste that lean production tries to cut. [1]

9.11 Challenge. A factory switches from quality control to quality assurance. Explain why this can reduce the number of faulty products that have to be scrapped. [2]
