

9 Quality and lean production – Part 2

—Answers

Answers

Work through these after trying the questions yourself.

9.6 How well a product meets the customer's needs.

9.7 At the end, on the finished products.

9.8 It builds quality in at every stage, preventing faults rather than just finding them.

9.9 To cut waste so the same inputs make more output.

9.10 Wasted material, time or space (any one).

9.11 Quality control only finds faults at the *end*, after the products are already made —so faulty ones must be scrapped. Quality assurance instead builds checks into *every* stage, so faults are spotted and prevented as they happen. Fewer defective products are made, so fewer have to be scrapped.