Title

[Author Name(s), First M. Last, Omit Titles and Degrees]

[Institutional Affiliation(s)]

Author Note

[Include any grant/funding information and a complete correspondence address.]

Title

Chapter 1

**Quality**

Quality is so general, it is the subject concerning the activities and general lives of people and organizations that covers two dimensions, and one is the working and second is the excellence. Hence, quality is the conformance to standards that includes meeting different standards that are specified as customers’ specification, national and international standards, and production standards. While the aspects state quality is to meet a set level of excellence that is set beyond the normal standards that lead to satisfying stated needs and is free of deficiencies. While, according to the Henry Ford, “Quality means doing it right when no one is looking”.

The definition compares with the Feigenbaum’s definition because both are concerned about to serve the user or customers and working to accomplish this concern or objective.

**Definitions for Quality given by the American Society for Quality**

According to the American Society for Quality, Quality is a subjective term that can have two meanings one is, the characteristics of a product or services on the abilities to satisfy stated needs, and second is a product or service that is free of deficiencies. While the definition of Dr. Edwards is different as he states that quality is about the people not about the products by focusing on the efficiency of the management etc. On the other side, the definition is given by Feigenbaum also differs because his definition is concerned about serving the user/customers and working to accomplish this concern or objective. Because the definition given by Feigenbaum is;

*“The total composite product and service characteristics of marketing, engineering, manufacturing, and maintenance through which the product and service in use will meet the expectations of the customer”.*

**Productivity and Quality**

By concept, productivity and quality are two different things. The key difference between these concepts is that productivity focuses on the efficiency by ensuring as much as possible outcomes for a specified amount of input while the term quality focuses mainly on the level of satisfaction that output such as a product or service ensures instead of comparing with the amount of input.

**Variation**

Variation is the level of difference in the characteristics between two things of the same nature or sometimes it is known as the simple difference between two things such as humans that come from the same species. There are two main types of variation; 1) inherited variation that passes on to offspring from parents, and 2) environmental variation that comes because of differences in the surrounding environment.

The situation when one is going to buy a product, he/she expects a level of quality. So after purchasing the product, the difference between the quality expected and the quality received can be counted as a variation.

1. **Specification**

The specification is detailed information or description of something that is used to identify that thing or it is an act of identifying a thing precisely and critically.

1. **Tolerances**

Tolerance is one’s ability to manage and endure the presence or existence of opinions of subjection or even behavior to something that is disliked by other(s).

1. **Inspection**

The process in which one such as an inspector or investigator is involved in critical analysis, examination, measurement, testing, and comparison of item(s) is called Inspection.

1. **Prevention**

Prevention is the act that is taken for the purpose to stops something from occurrence where the main concern or purpose is to bring fine results and keep bad things or happenings in check to stop.