

# C215 - Operations Management Study Guide

## Chapter 5

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### **What is the total quality management philosophy?**

(Chapter Topic & Page Number: The Philosophy of TQM, 143-154; see also Table 5.3)

Total quality management focuses on the root causes of quality issues and correcting them before they become issues. TQM expects to deliver products that meet customers expectations as well as continuously improves on them.

### **What are the five definitions of quality?**

(Chapter Topic & Page Number: Defining Quality, 135-138)

1. **Conformance to specifications**  
How well a product or service meets the targets and tolerances determined by its designers.
2. **Fitness for use**  
A definition of quality that evaluates how well the product performs for its intended use.
3. **Value for price paid**  
Quality defined in terms of product or service usefulness for the price paid.
4. **Support services**  
Quality defined in terms of the support provided after the product or service is purchased.
5. **Psychological criteria**  
A way of defining quality that focuses on judgmental evaluations of what constitutes product or service excellence.

### **What are the differences of quality between Manufacturing and Service organizations?**

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