

Consolidation

1. **Q**_____ is all the features and characteristics of a product or service that affect its ability to satisfy a need.
2. **Q**_____ **m**_____ relates to all the activities ensuring that the right quality is achieved.
3. **Q**_____ **a**_____ is the maintenance of a desired level of quality in a service or product, especially by means of attention to every stage of the process of delivery or production.
4. **D**_____ means the quality of lasting a long time, not breaking or wearing out.
5. **R**_____ is the degree to which a product performs as expected or planned.
6. **E**_____ **q**_____ means a product's pleasing or aesthetic quality.
7. **T**_____ - _____ - _____ **quality** means that products are manufactured simply to work without defects.
8. **P**_____ **o**_____ also called **b**_____ - _____ **o**_____ and means that products are designed to last a certain amount of time or cycles.
9. **W**_____ **g**_____ are large pieces of electrical equipment used in people's homes , e.g. fridges or washing machines.
10. **W**_____ means that repairs or exchanges will be made in the event that the product does not function as originally described or intended.
11. **J**_____ - **i**_____ **t**_____ **delivery** is a management strategy where the company receives goods or components as close as possible to when they are actually needed.
12. European and American companies are struggling to catch up with their Japanese competitors in **T**_____ of taken-for-granted quality.
13. **C**_____ **a**_____, also known as competitive edge, is a product's feature that makes it better or more desirable than a rival's products.