**Quality**

Define **Quality:**

Why does Quality matter to a GROWING business?

Why might it be harder for a GROWING business to make producing a quality product or service a priority?

Identify THREE ways that a business could measure quality:

Identify TWO costs of measuring quality for a Growing business:

1)

2)

Identify FOUR costs to a business of POOR quality:

1)

2)

3)

4)

What is the **difference between Quality Control** and **Quality Assurance?**

Give 3 features of Quality Control:



Give 3 features of Quality Assurance:



Who is responsible for Quality within a GROWING business organisation?

What is Total Quality Management (TQM)?





