



Basic Concepts



Bob Barnes
ASQ member since 1993

Satisfied customers.

"Our success in life largely depends upon our understanding of our customers – whether they are families or business partners – and being able to deliver on their expectations."

Make the Case - It Pays to Implement Quality

Try our Areas of Use for resources specific to your industry.

Try a four-step approach to problem solving.

Basic Concepts

A Short History of Quality

An overview of how the concepts and processes of quality have evolved from the craft guilds of medieval Europe to the workplaces of today.

Problem Solving

Using four basic steps to implement solutions by accurately defining problems and identifying alternatives.

Continuous Improvement

How to take your products, services and processes to the next level through an ongoing cycle of activities that capitalize on improvement opportunities.

Process View of Work

Analyze how work gets done so that you can increase efficiency, effectiveness, and adaptability.

Cost of Quality

Quality doesn't cost money. It's poor-quality products and services that pile up extra costs for your organization. Here's how to get started eliminating these expensive shortcomings.

Quality Assurance and Quality Control

What's the difference? In the world of quality, these terms have very different meanings.

Supplier Quality

The quality of what goes into a product or service determines the quality of what comes out. Here's how to keep costs low and quality high.

Customer Satisfaction

Tips and resources for helping you identify your customers and what it will take to satisfy them.

Variation

Variation represents the difference between an ideal and an actual situation.

Glossary

A handy guide to the unique terminology of quality.

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American Society Quality

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