

DEFINITION OF QUALITY

Quality is an attribute of a product or service that is provided to consumers, conforming in toto or exceeding the best of the available specifications for that product or service. It includes making those specifications available to the end user of the product or service.

The specifications that form the basis of the product or service being provided might have been defined by a governmental body, an industry association, or a standards body. Where such a definition is not available, the provider may define such specifications.

This definition of quality mandates the provider to

- Define specifications if they are not already defined by a superior body, such as the government, an industry association, or a standards body.
- Adhere to the best of the available definition of specifications.
- Ensure conformance is 100 percent or better—no less.
- Make the specifications, to which conformance is ensured, available to the customer.

The result of a product or service meeting the above definition of quality is that the customer is able to enjoy the service fully or to effectively use the product for the length of its life.

This result further mandates that the provider is responsible for providing any support that is required by the customer in his enjoyment or utilization of the delivery through the life of the product or service.

Any product or service meeting the requirements of this definition is rated as “quality product / service” and any product or service not meeting the requirements of this definition is rated as of “poor quality”

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