

TASKS

1 Choose the correct word in the following sentences.

- 1 We must **check/control** the temperature regularly to make sure it doesn't rise.
- 2 To compare the number of defects over the last ten years, it would be best to use a **Pareto/bar** chart.
- 3 We try to **detect/define** faulty products before they are sent to our customers.
- 4 But it's a better idea to **protect/prevent** faulty products in the first place.
- 5 Making sure that materials are stored correctly is part of **process/inventory** control.
- 6 We're sending our engineer who will **repair/remake** the faulty motor.
- 7 We have had problems with the electronic equipment due to power **errors/failures**.
- 8 This process is very inefficient because of the volume of **scrap/error** left over.
- 9 Here is a list of things we could do to improve quality, and now we must **define/prioritize** them.
- 10 Improving the design quality of these cars will add **value/variability**.

2 Choose the correct ending from B to complete each of the following sentences in A and then produce a short article about Japanese cars.

A

Let us consider what happened when Japanese cars
Local manufacturers thought they were cheap
But soon people noticed that they didn't break down
At the same time, Japanese manufacturers started trying to
Customers were delighted with the new cars
The cars did more than simply satisfy customers' requirements,

B

as often as British or American cars.
which exceeded their expectations.
they provided value for money.
were first imported into the UK and America.
and of low quality.
meet customer needs in terms of style and design.

3 Here is a memo from the head of quality control to the managing director. Complete it with words from the box.

improvement • sampling • defects • zero • prevent • analysis • monitor
continuous • cause/effect • defective • Pareto

MEMO

From Sue Braun To Alois Vicent Re Quality control

As you know we recently carried out a (a) _____ analysis of the bottle manufacturing plant. Our aim was quality (b) _____ and to reduce the number of (c) _____ products. As you can see from the attached (d) _____ chart, raw materials and system failures are the areas we must improve on.

We will introduce new systems to change our (e) _____ methods and (f) _____ raw materials more carefully. We carried out a system failure (g) _____ and we are now repairing the moulding machine. This will (h) _____ future failures and reduce (i) _____. With (j) _____ process improvement, our aim is (k) _____ defects.