



*> Definition of Quality:

QC - Quality Control

QA → Quality Assurance.

Juran → (fitness to use) in terms of design, conformance, availability, safety, & field use.

QP - Quality planning

QM - Quality Management.

(Inspection → QC → QA → QM - TQM)

Evolution of quality.

*> TQM Framework & Concepts:

Framework is revolving around the principle that quality needs to be maintained in every aspect of a company's operations.