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## Glossary of Terms and Definitions

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### Glossary of Terms and Definitions

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**Quality Approaches and Models DFSS** – (Design for Six Sigma) is a systematic methodology utilizing tools, training, and measurements to enable us to design products and processes that meet customer expectations and can be produced at Six Sigma quality levels.

**DMAIC** – (Define, Measure, Analyze, Improve and Control) is a process for continuous improvement. It is systematic, scientific and fact-based. This closed-loop process eliminates unproductive steps, often focuses on new measurements, and applies technology for improvement.

**Six Sigma** – A vision of quality which equates with only 3.4 defects per million opportunities for each product or service transaction. Strives for perfection. Quality Tools Associates are exposed to various tools and terms related to quality. Below are just a few of them.

**Control Chart** – Monitors variance in a process over time and alerts the business to unexpected variance which may cause defects.

**Defect Measurement** – Accounting for the number or frequency of defects that cause lapses



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**Pareto Diagram** – Focuses on efforts or the problems that have the greatest impact on improvement by showing relative frequency and/or size in a descending order. It is based on the proven Pareto principle: 20% of the sources cause 80% of any problem.

**Process Mapping** – Illustrated description of how things get done, which helps participants to visualize an entire process and identify areas of strength and weakness. It helps reduce cycle time and defects while recognizing the value of individual steps.

**Root Cause Analysis** – Study of the original reason for nonconformance. When the root cause is removed or corrected, the nonconformance will not recur.

**Statistical Process Control** – The application of statistical methods to monitor and control process capability, and performance.

**Tree Diagram** – Graphically shows any broad goal broken into different levels of detailed actions. It encourages team members to expand their thinking when creating solutions.

**Quality Terms Black Belt** – Leaders of the team responsible for measuring, analyzing, improving and controlling key processes that influence customer satisfaction and/or productivity growth. Black Belts are full-time positions.

**Control** – The state of stability, normal variation, and predictability. The process of regulating and guiding operations and processes using quantitative data.

**CTQ: Critical to Quality (Critical “Y”)** – Element of a process or practice which has a direct impact on its perceived quality.

**Customer Needs, Expectations** – Needs, as defined by customers, which meet their basic requirements and standards.

**Defects** – Sources of customer irritation. Defects are costly to both customers and to manufacturers or service providers. Eliminating defects provides cost benefits.

**Green Belt** – Similar to Black Belt but not a full-time position.

**Master Black Belt** – First and foremost teachers. They also review and mentor Black Belts. Selection criteria for Master Black Belts are quantitative skills and the ability to teach and mentor. Master Black Belts are full-time positions.

**Variance** – A change in a process or business practice that may alter its performance.

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