



JINNAH SINDH MEDICAL UNIVERSITY

What is Quality?

The challenge in defining quality is that it is a subjective concept, like beauty. Everyone has a different definition based on their personal experiences.

Definitions

- The totality of characteristics of an entity that bear on its ability to satisfy stated and implied need.
- Quality is the ongoing process of building and sustaining relationships by assessing, anticipating, and fulfilling stated and implied need.
- degree to which a set of inherent characteristics fulfils requirements. (as per ISO 9000:2005)
- Conformance to requirements - [Crosby](#)
- Fitness for use - [Juran](#)

Quality from different point of views:

- **From customer point of view:** quality means fitness for use and meeting customer satisfaction.
- **From process point of view:** quality means conformance with the process design, standards and specifications.
- **From product point of view:** quality means the degree of excellence at an acceptable price.
- **From the cost point of view:** quality means best combination between costs and features.

Various Informal Definitions

- Excellence
- Adding value
- Satisfaction
- Conformance to customer needs
- Attributes most important to the customer
- Error-free output
- Meeting Legal, Regulatory & Customer Requirements.
- Usability
- Value-added care and service
- The maximum Variation we can get away with
- Doing the things right the first time and every time
- Bringing the perfectness in the system from all respects to give the optimum solution
- If the criteria meets the bench mark criteria
- Reduction of variation around the 'Mean'.
- State of Mind
- Commitment to improve
- Understanding and optimizing the whole system