## GLOSSARY OF TERMS

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| CTQ | : (Critical To Quality) attributes are very important to note because it relates directly to the customer's needs and satisfaction. Is an element of a product, process, or practices that have a direct impact on customer satisfaction. |
| Defect | : Failure to deliver what customers want. |
| DPO | : (Defect per Opportunity) the number of defects per opportunity. |
| DPMO | : (Defect per Million Opportunity) measure that indicates the failure of failures per one million opportunities. |
| Fishbone Chart ; | : Diagrams are used to brainstorm the possible causes of a problem. |
| FMEA | : (Failure Mode and Effect Analysis), a structured procedure to identify and prevent as much as possible modes of failure problem that occurs due to a potential cause that may exist. |
| SIPOC | : (Supplier, Input, Process, Output, Customer), useful tools and the most widely used in the management and improvement of processes to describe the flow of the process. |