

DEFECTS, DEFECTIVES, UNIT & OPPORTUNITIES OF ERRORS



TOPIC: DEFECTS, DEFECTIVES, UNIT & OPPORTUNITIES OF ERRORS

WHAT IS A UNIT? AN ITEM BEING PROCESSED

WHAT IS A DEFECT? FAILURE TO MEET A CUSTOMER REQUIREMENT OR A PERFORMANCE STANDARD

WHAT IS AN OPPORTUNITY? ANY PRODUCT / SERVICE CHARACTERISTIC WHICH IS MEASURED TO A STANDARD

WHAT IS A DEFECTIVE? A UNIT THAT HAS DEFECTS

DEFECTS PER MILLION OPPORTUNITY – NUMBER OF DEFECTS THAT WOULD ARISE GIVEN A MILLION OPPORTUNITIES