

Explain the concept of "Quality" in the business context.

Answer: [Quality is the degree to which a product or service meets the needs and expectations of the customer.](#)

Explain the concept of "Customer Satisfaction".

Answer:

Answer: [Customer satisfaction is the extent to which a customer's expectations are met or exceeded.](#)

Explain the concept of "Value".

Answer: [Value is the perceived benefit or utility derived from a product or service.](#)

Explain the concept of "Quality Management System (QMS)".

Answer: [A QMS is a set of processes and procedures designed to ensure the consistent delivery of high-quality products and services.](#)

Explain the concept of "Continuous Improvement".

Answer: [Continuous improvement is the ongoing effort to enhance products, services, and processes.](#)

Explain the concept of "Total Quality Management (TQM)".

Answer: [TQM is a management approach that focuses on the continuous improvement of all aspects of an organization's performance.](#)

Explain the concept of "Six Sigma".

Answer: [Six Sigma is a data-driven methodology for reducing defects and improving process efficiency.](#)

Explain the concept of "Lean Manufacturing".

Answer: [Lean manufacturing is a production system that aims to minimize waste and maximize efficiency.](#)

Explain the concept of "Kaizen".

Answer: [Kaizen is a Japanese term meaning "continuous improvement".](#)