

GLOSSARY OF TERMS

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.