

Quality in Everyday Life

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What Is Quality?

- How do you define Quality? No single correct answer
- One possible definition: The implementation and execution of practices and policies designed to ensure the best possible outcome on a consistent basis, and that such outcomes at least meet minimum standards
- For pharmaceuticals, includes change control, deviations, good documentation, auditing, record review, and many other systems

Example: House Inspector

- ◆ Objective: to find all issues so that
 - ◆ Know issues are there
 - ◆ Issues can be fixed
- ◆ Knowing and following regulations that have been developed over time, so know where deviates from them
- ◆ Providing objective, expert second opinion
- ◆ Helps to prevent larger issues down the road
- ◆ Provides essential data so that consumer can use risk management to determine whether or not to make the purchase

Example: Making Your Grandmother's Apple Pie

- Trained properly (by grandmother to make the pie)
- Following standardized procedure (recipe)
- Oversight and testing throughout (taste testing by you and others)
- Calibration of equipment (making sure the oven is the same temperature as you're used to)
- Keeping track of changes
 - Planned (gluten-free relative)
 - Unplanned (salt instead of sugar)
- Changing the recipe



Example: Grocery Shopping

- Quality testing
(squeezing the fruit)
- Risk assessment
(name brand vs. store brand; taste vs. nutrition)
- Stability of product
(expiration dates)



Thank you!