



Introduction to Chemical Manufacturing Quality



Course Objectives

1. Define quality.
2. Describe key developments in the movement toward quality manufacturing.
3. Identify some of the quality processes used in chemical manufacturing.
4. Describe the operator's role in ensuring quality.



Key Terms (Define the following)

quality - _____

statistical process control (SPC) - _____

common cause variation - _____

special cause variation - _____

control limits - _____

control chart - _____



Questions

1. Describe the roles of each of the following men in advancing quality:

Walter Shewhart

Dr. W. Edwards Deming

Joseph Juran

2. Explain the difference between the customer specification limits (“voice of the customer”) and the process control limits (“voice of the process”).

3. What is the advantage to a customer or manufacturer if the manufacturer or supplier has an ISO 9001 certification?

4. List four requirements for Current Good Manufacturing Practice (cGMP) quality standards.

- 1) _____
- 2) _____
- 3) _____
- 4) _____