

A background image showing a business meeting. Two people are seated at a wooden table. One person is holding a pen and looking at a laptop screen displaying charts and graphs. The other person is holding a pen and looking at a document. A coffee cup is on the table. The image is overlaid with a teal and dark blue geometric design.

NEW BUSINESS ENGLISH 6

Lesson 48

Perform Quality Control



LEARNING GOAL

- ◆ Performing Quality Control
- ◆ Setting Quality Standards



Warm-up

- ◆ What is quality control in business?
- ◆ Is quality control necessary in business?
Why or why not?





Barry writes an email to the selected manufacturer to stress the importance of quality control.



To: Jaden Smith

Subject: Reminders of quality control

Dear Mr. Smith,

We are pleased to inform you that we are satisfied with your company's sample. Please bring it into production as soon as possible.

First of all, please strengthen the quality of the materials as per the sample. In addition, be assured that there is a **sufficient** supply of materials to ensure completion on schedule. More importantly, please monitor whether the **production process** meets the quality requirements. Should there be any contingencies, please do not hesitate to inform me.

Please check the specific requirements and **precautions** attached below. We look forward to receiving **satisfactory** products in one month.

Sincerely,
Barry Stone



Send

Email Review

Read and answer the questions.

Dear Mr. Smith,

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First of all, please strengthen the quality of the materials as per the sample. In addition, be assured that there is a **sufficient** supply of materials to ensure completion on schedule. More importantly, please monitor whether the **production process** meets the quality requirements. Should there be any contingencies, please do not hesitate to inform me.

Please check the specific requirements and **precautions** attached below.

We look forward to receiving **satisfactory** products in one month.

Sincerely,
Barry Stone

Learning Goals

⋮ Setting Quality Standards

Please **strengthen** the **quality** of the materials as per the sample.

Please **monitor** whether the production process meets the quality **requirements**.

Be **assured** that there is **sufficient** supply of materials to ensure completion on schedule.

We look forward to receiving **satisfactory** products in one month.



- 1. How would you set quality standards?*
- 2. What would you do if quality standards are not met?*

∴ Steps to Perform Quality Control

- 1 Create a quality review schedule that defines the timing for controlling a given stage.
- 2 Develop an agenda that determines key tasks of people involved in the control process.
- 3 Assign reviewers who will perform stage quality control, including stage objectives, products, commitments, roles, responsibilities, etc.
- 4 Allocate other roles such as facilitator and author.
- 5 Document and record all actions and decisions taken throughout the control process.
- 6 Ensure that appropriate follow-up actions are taken.
- 7 Notify stakeholders of project status after the control process is done.

Oral Practice

Scenario:

You are the manager of the quality control group of your company and one of the teams is handling a project. Perform quality control over the team's project and make some appropriate decisions to ensure the quality of the project.



∴ Steps in Performing Quality Control:

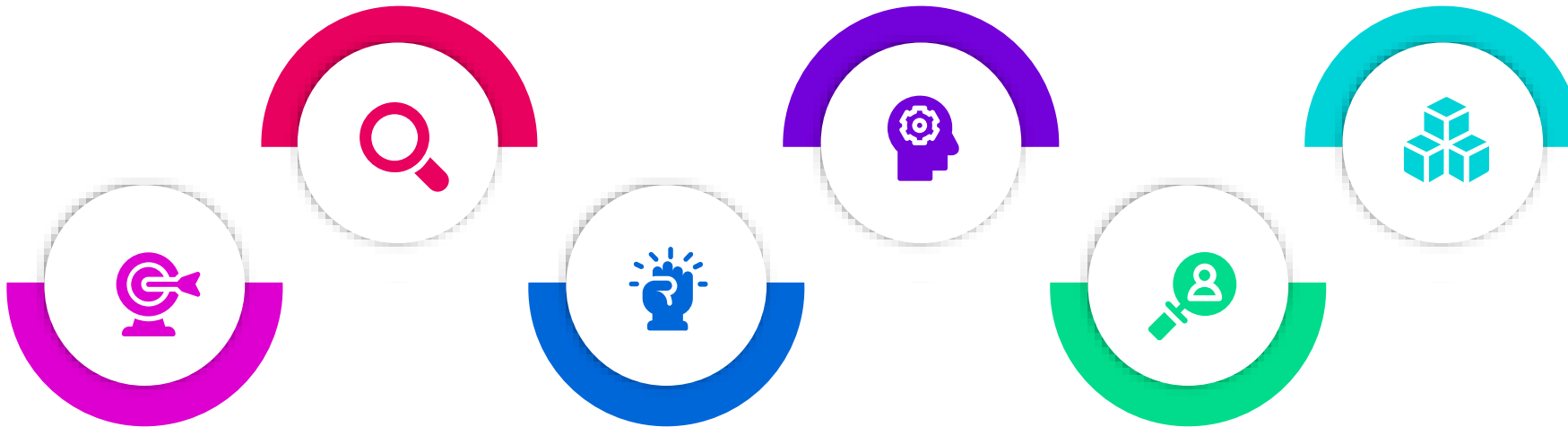
- *Create a quality review schedule*
- *Develop an agenda*
- *Assign reviewers*
- *Allocate other roles*
- *Document and record all actions and decisions*
- *Ensure that appropriate follow-up actions are taken*
- *Notify stakeholders of project status*

⚙️ How to Handle Quality Control Issues

Identify the problem

Know the root cause

Determine alternatives



Select best alternative

Execute the plan

Monitor the changes



1. What challenges are faced by your company's quality department?

2. Does your company effectively handle quality control issues at work? Why or why not?

Overview

Keywords and expressions:

sufficient / production process/ contingencies/ precautions/ satisfactory

Performing Quality Control

- *Create a quality review schedule*
- *Develop an agenda*
- *Assign reviewers*
- *Allocate other roles*
- *Document and record all actions and decisions*
- *Ensure that appropriate follow-up actions are taken*
- *Notify stakeholders of project status*

Setting Quality Standards

- *“Please strengthen the quality of the materials as per the sample.”*
- *“Please monitor whether the production process meets the quality requirements.”*

*Made by Tessa
Proofread by Jaymarc*

