'ProducQual'–A conceptual model for quality gap analysis across PLC

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Abstract

A generic model has been attempted to explore the potential quality gaps across product life cycle. The need for measurement of quality gaps to improve product quality is discussed in brief. The probable reasons for the quality gaps at various stages of a product are explored. An attempt has been made to explain the conceptual framework on the tools and techniques that can be used to measure the quality gaps and to bridge the same.

Keywords: Quality gaps, quality characteristics, manufacturer's constraints.

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