



ASQ CRE Prep course



Lesson I. B. 1.
Terminology



The terms we use matter

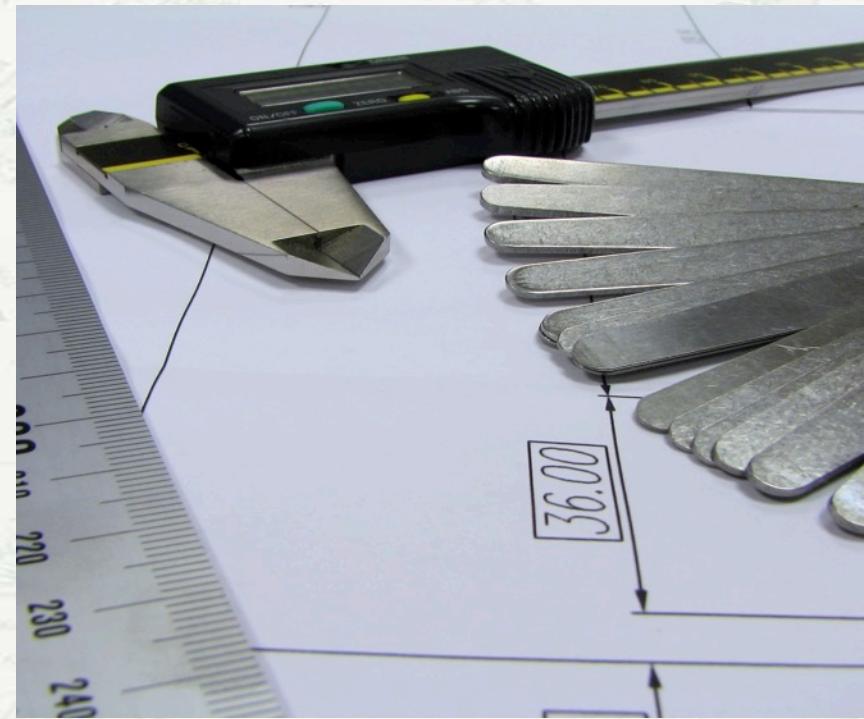
RELIABILITY TERMINOLOGY

Glossary or Dictionary

- **Read and understand**
- **Do not relate to your own industry**
- **Build a separate dictionary**

Long List of Terms

- **And it is not constant across industries**



What is a failure?

- Lack of function?
- Customer says so
- Reproducible?



What is
Reliability?



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Lesson I. B. 2.

Elements of a Reliability
Program