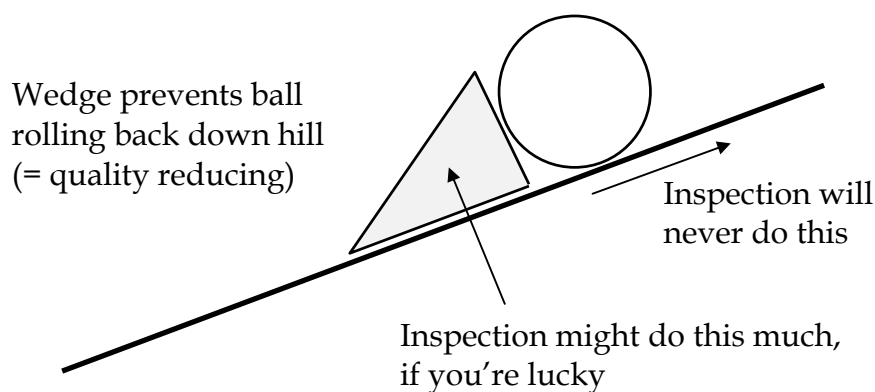


## *Why inspection does not improve product quality:*

- 💣 Design unchanged.
- 💣 Materials unchanged.
- 💣 Invisible defects make product fail after customer receives it.
- 💣 You will always miss some.
- 💣 Some products will be borderline OK, but customer will not be happy.
- 💣 Some borderline cases will be a matter of opinion.
- 💣 If too late to rework, or very expensive, the tendency is to lower the standards.
- 💣 Could become a substitute for improvement: "Nothing was rejected so we don't need to change anything".
- 💣



### What inspection *can* do:

- ◆ Ensure (probably) that a significantly defective batch is not shipped
- ◆ Learn about products and therefore, perhaps, about trends & process.

