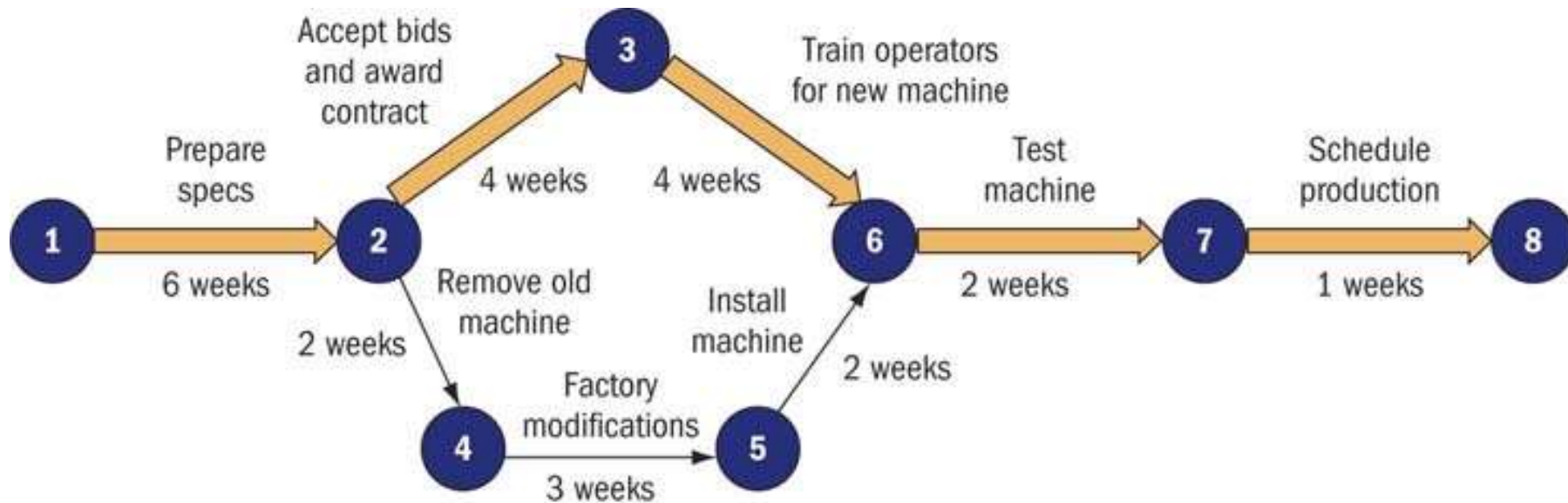


Gantt Chart



PERT Diagram



1. Project started
2. Specs completed
3. Contract awarded
4. Old machine removed

5. Plant modifications completed
6. Training and installation completed
7. Testing completed
8. Project completed

 Critical path

Importance of Quality

- A good or service free of deficiencies.
- Poor quality can account for 20% loss in revenue.
- Benchmarking is the process of analyzing other firms' best practices.
- Quality control is measuring goods and services against established quality standards.
- Many companies evaluate quality using the [Six Sigma](#) concept.
 - A company tries to make error-free products 99.9997% of the time, a tiny 3.4 errors per million opportunities.