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Quality, Reliability and Safety

- Reliability can be considered as "Quality over time". Customers frequently use the terms "quality" and "reliability". We need to understand what they expect.
- Measurement of reliability is related to failure rates, number of failures, warranty cost etc. Thus, reliability is experienced by the customers when they use the product.
- Quality Level is measured in terms of defect levels (such as ppm) when the product is received as new.
- Quality and reliability both can have significant impact on Safety.

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