



# SNS COLLEGE OF TECHNOLOGY

(An Autonomous Institution)

Approved by AICTE, New Delhi, Affiliated to Anna University, Chennai

Accredited by NAAC-UGC with 'A++' Grade (Cycle III) &

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## Unit 1: Introduction

### Puzzle:

You are part of a team tasked with evaluating a new product's quality based on various dimensions. The product's dimensions of quality are as follows:

1. **Performance:** The product exceeds expectations.
2. **Reliability:** The product has a failure rate of 1 in 1,000.
3. **Durability:** The product lasts 5 years with normal use.
4. **Aesthetics:** The product has a sleek, modern design.
5. **Serviceability:** The product is easy to repair with readily available parts.

Identify the dimensions of quality based on the given descriptions and explain how each contributes to overall product quality.

### Solution:

1. **Performance:** Refers to how well the product performs its intended functions. The product exceeding expectations indicates high performance.
2. **Reliability:** Measures how often the product fails. A failure rate of 1 in 1,000 indicates high reliability.
3. **Durability:** Indicates how long the product lasts. A product lasting 5 years reflects good durability.
4. **Aesthetics:** Concerned with the design and appearance of the product. A sleek, modern design enhances aesthetics.
5. **Serviceability:** Refers to the ease of repair and maintenance. Being easy to repair with available parts shows good serviceability.