

KEY

Business Vocabulary in Use: Advanced

⇒ unit 10 – *What is quality?*

- 10.1** 1 conformity to specification
2 quality management
3 quality system
4 customer satisfaction
5 fitness of the design

10.2

Verb	Noun
con'form	con'formity, con'formist
de'light	de'light
e'liminate	e'limination
ex'pect	ex'pectation, 'expectancy
fit	fit, 'fitness
'satisfy	sati'sfaction
'specify	specifi'cation
'tolerate	'tolerance
'vary	vari'ation, var'iety

- 1 (customer) satisfaction
2 (customer) delight
3 conformity to specification
4 elimination of variation
5 (customer) expectations
6 tolerances

⇒ unit 14 – *The management of change*

- 14.1** 1 re-engineering
2 fundamental
3 dramatic
4 radical
5 delaying
6 job losses

- 14.2** 1f, 2b, 3d, 4c, 5a, 6e