

Quality checklist

Use this checklist to help you measure, control and deliver quality to your customer.

Use the to-do list to plan ways to improve your quality.

Quality process	Do you do this?	To-do list
You measure the quality characteristics your customers care about and any legal requirements.		
You use quality specifications that are easy to measure and give useful results.		
You have processes and controls that help you eliminate repeat problems and catch new problems early.		
You control processes outside your business (such as at suppliers) as well as your own.		
You check the final product or service meets your customer's needs.		
You provide good support for any quality problems your customers encounter.		
You make the most of your quality to market your business.		

For more information, see [business.govt.nz's Operations section](#)