

Glossary

Use these terms and definitions to understand concepts taught in the course.

Term	Definition
Variability	The extent to which individual products differ from one another
Lean	The elimination of all non-value-added activities, or waste created during production of inventory
Productive Maintenance	Ensuring all machines are working and available when needed
Inventory	On-hand and ready-to-sell products
Six Sigma	An approach used to reduce defects in a product and reducing process steps
5 Whys Investigation	Asking “why” until the root of a problem is discovered in order to improve quality control
Poka-Yoke	The Japanese word for “foolproof”; used to describe the Six Sigma methodology of mistake-proofing the production process