

Review 3

Quality

1 Make expressions by matching a verb on the left with the words on the right.

- | | |
|-------------|------------------------------------|
| 1 struggle | a) something a number one priority |
| 2 take | b) an end in itself |
| 3 make | c) to keep up |
| 4 fall into | d) something for granted |
| 5 become | e) a person's aesthetic sense |
| 6 appeal to | f) a trap |
| 7 get | g) TQM or other quality schemes |
| 8 adopt | h) the job done |

2 Find an expression in Exercise 1 that means:

- a) have difficulty in continuing to do something well
- b) expect something to always happen in a particular way, and not think about any possible problems
- c) develop into an activity you do for its own sake

3 Fill in the missing letters to complete the text about different ideas of quality.

To the marketing manager, quality is about (1) m_____ing the customer's needs and (2) ex_____ions.
To the design engineer, who works with tight (3) spec_____ations and strict (4) tol_____ces, quality is about whether the design is (5) f_____ for pur_____e, and whether the product (6) perf_____ms its intended functions. To the process engineer, quality is about using (7) l_____n manufacturing to ensure that there is minimum (8) w_____e (of effort, money, time and materials). To the quality auditor, quality means the correct application of (9) pro_____ures, and (10) comp_____ce with international (11) st_____ds such as ISO 9001. To the end user, quality means that the goods are not (12) def_____ive or (13) da_____ged in any way. Any service that is provided has to be (14) rel_____le.

4 Complete the sentences using the words in the box.

faults improvement practice requirements
specifications standard

- If you have a system of continuous _____, you should be able to eliminate all design _____.
- The process of 'benchmarking' is where best _____ is based on the industry _____.
- Technical _____ in areas like safety are often based on statutory _____ imposed by the government.

5 Add one word to each sentence to make correct passive forms.

- this machine serviced regularly?
- Is the machine serviced at the moment?
- Has the machine serviced recently?
- the machine serviced last month?
- Was the machine serviced during the lunch break yesterday, when production stopped for an hour?
- Is the machine going to serviced next month?
- The machine could been serviced last month.
- The machine should have serviced last month.

6 Match 1-7 with a-g so that both expressions have approximately the same use in a presentation.

- | | |
|---------------------------------|--------------------------|
| 1 This graph shows the ... | <input type="checkbox"/> |
| 2 I think that covers ... | <input type="checkbox"/> |
| 3 In other words, ... | <input type="checkbox"/> |
| 4 Is that clear so far? | <input type="checkbox"/> |
| 5 So, now let's turn to ... | <input type="checkbox"/> |
| 6 Just to digress a moment, ... | <input type="checkbox"/> |
| 7 Basically, ... | <input type="checkbox"/> |

- a) By the way, ...
- b) Does that make sense?
- c) Now I'd like to look at ...
- d) What I mean is ...
- e) As you can see, ...
- f) That's all I want to say about ...
- g) I must emphasize that ...

7 Write the pairs of expressions from Exercise 6 next to the most appropriate headings below.

Referring to graphics: 1 e

Digressing: _____

Restating/Reformulating: _____

Emphasizing: _____

Checking understanding: _____

Ending one point: _____

Moving on: _____

8 Put the words in bold in the correct order to make some common email expressions. Mark the expressions / (informal), N (neutral) or F (formal).

- grateful / I / be / would / you / if / could ... reply by Wednesday.
- me / posted / keep / .
- sorry / I'm / about / very ... the trouble caused.
- see / can / it / to / you / ?
- find / solution / a / I'm / we / sure / can / .
- informed / keep / of / please / you / could / me ... developments.
- worry. / don't / get / I'll / it / onto / .
- sincere / please / our / apologies / accept / .
- sure / make / I'll ... the goods reach you by Friday.
- me / let / please / do / what / plan / know / you / to / .