

Process type	Quality conformance	
	Task	Responsibility
Project and jobbing	Highly skilled people deliver the product or service and ensure conformance levels are met	The person delivering the product or service is also responsible for quality conformance
Batch and line	Doing and evaluating tasks are separated to deskill the doing aspect of the job and reduce labour costs. Inspection and quality control functions evaluate if conformance levels are met	Inspection and quality control functions are primarily responsible for quality conformance
Continuous processing	Quality specification is set and checked by the process itself. Operators may check and monitor the process to ensure conformance levels are met	Conformance levels are controlled by the process itself. Operators may be responsible for ensuring conformance levels are met

EXHIBIT 10.9 Varying quality conformance tasks and responsibilities by process choice