

9 Quality standards

Quality STANDARDS

At Penn Plastics we take great pride in the quality of our work. As an employee, you will be expected to familiarize yourself with **guidelines** published by the **International Organization for Standardization (ISO)** that apply to our field.

Chapter one in this manual outlines our **policies** regarding standards and **statutory requirements**. We are in compliance with all of the **statutes** regulating our industry and proudly maintain the highest standards.

Because most of our products are made for children, we must follow strict **criteria**, especially when it comes to our **resources** and suppliers. We are ultimately responsible for every product that leaves our factory. It's a responsibility that we take seriously. That's why every employee must complete a course and earn a **certification** in Product Safety.

Our products are designed to meet strict **specifications**. Every employee is expected to keep an eye out for quality control on the factory floor and in the shipping department.

At Penn Plastics, we're like family. We all have a vested interest in what we do and what we produce. You've joined a great team.

guideline

criteria

certification

specification

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why is it difficult to enforce international manufacturing standards?
- 2 How do international guidelines impact businesses?

Reading

2 Listen and read the page from an employee manual. Then, mark the following statements as true (T) or false (F). Give two reasons why someone should join the company.

- 1 Penn Plastics executives determine regulatory statutes.
- 2 Most Penn Plastics products are intended for adult use.
- 3 All Penn Plastics employees have taken a product safety course.

Vocabulary

3 Choose the word that is closest in meaning to the underlined part.

- 1 Alan gives the documents that give evidence of achievement.
A certifications B resources C statues
- 2 The company must comply with the laws and guidelines.
A specifications B certifications
C statutory requirements
- 3 This manual contains the written rules and guidelines.
A specifications B policies C resources
- 4 Follow the product requirements.
A certifications B specifications C policies
- 5 What are the standards that must be used for testing the product?
A statutory requirements B resources C criteria

4 Place a check (✓) next to the response that answers the question.

- 1 Does she know about the International Organization for Standardization?
A No, she has never traveled abroad.
B Yes, she studied its guidelines at her previous job.
- 2 Have the employees followed the safety guidelines?
A Yes, their supervisor made sure.
B Yes, we'll have them done next week.
- 3 Have you read about the new industry standards?
A Yes, I'm going to call a meeting about them.
B Yes, I know the industry hasn't been profitable.
- 4 What resources does this company use most often?
A It processes a lot of lumber every day.
B It has produced more products every week.
- 5 What does the statute say about this material?
A It is legal to use in everything except food.
B The company hasn't hired a lawyer yet.

Listening

5 Listen to a conversation between an instructor and a new employee. Mark the following statements as true (T) or false (F).

- 1 The new employee has not read the ISO guidelines.
- 2 The woman is responsible for ensuring compliance.
- 3 The certification must be renewed every five years.



the manager's responsibility before we get going
helps things run smoothly statutory requirements
focus on the areas

6 Listen again and complete the conversation.

Instructor: Just try to 1 _____ that apply to our industry. It addresses plastics in section seven.
Employee: Great, thank you.
Instructor: Any other questions 2 _____?
Employee: Yeah, actually. I'm just working on the assembly line. But I'm responsible for monitoring 3 _____?
Instructor: Actually, that's 4 _____. Making sure we're in compliance with all regulations, have our permits ...
Employee: But I have to know about it anyway?
Instructor: We find that it 5 _____ if everyone understands what we have to do and why.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 6. Then switch roles.

USE LANGUAGE SUCH AS:

Have you had a chance to read ...?
Just try to ...
How long does this certification last?

Student A: You are a product safety instructor. Answer student B's questions.

Student B: You are a new employee. Ask student A about: statutory requirements.

Writing

8 You are a product safety instructor at a manufacturing company. Write a summary of what new employees must learn before becoming certified (100-120 words). Talk about:

- What you need to study
- How you will get your certification
- Why you must learn about these things