Lesson
28

WORDS TO LEARN

brand
conform
defect
enhance
garment
inspect
perceptive
repel
take back
throw out
uniformly
wrinkle

Quality Control

Study the following definitions and examples.

1. **brand** n., an identifying mark or label; a trademark
   a. Consumers often buy highly advertised brands of athletic shoes.
   b. All brands of aspirin are the same.
2. **conform** v., to match specifications or qualities
   a. The quality control manager insisted that every product that left the plant conform to the company's rigorous standards.
   b. Our safety standards conform to those established by the government.
3. **defect** n., an imperfection or flaw
   a. Because of a defect in stitching, the entire suit was thrown out.
   b. One way to sell a product with a defect is by labeling it as such and reducing the price.
4. **enhance** v., to make more attractive or valuable
   a. The reason behind quality control is to enhance the company's reputation for superior products.
   b. A stylish color enhances the appeal of a car.
5. **garment** n., an article of clothing
   a. Every garment must be carefully inspected for defects before it is shipped.
   b. The garment workers are accountable for production mistakes.
6. **inspect** v., to look at closely; to examine carefully or officially
   a. A quality control agent who does not inspect every product carefully can ruin his company's reputation.
   b. Children's car seats are thoroughly inspected and tested for safety before being put on the market.
7. **perceptive** adj., able to see or understand
   a. Dora always hires good workers because she is very perceptive about people's abilities.
   b. It takes a perceptive person to be a good manager.
8. **repel** v., to keep away; to fight against
   a. Umbrellas that do not repel water should never be passed through quality control.
   b. Faulty products repel repeat customers.
9. **take back** v., to return something; to withdraw or retract
   a. Good quality control significantly limits the number of products taken back for a refund.
   b. The quality inspector took the shoddy work back to the assembly line to confront the workers.
10. **throw out** v., to dispose of
    a. It is cheaper to throw out shoddy products than to lose customers.
    b. The factory decided to throw out hundreds of lightbulbs that might have been damaged, rather than lose customers.
11. **uniformly** adv., in the same way; consistently
    a. The products are checked to make sure they are uniformly packaged before they leave the factory.
    b. The food at chain restaurants is uniformly prepared so that customers will always find the same quality at each restaurant.
12. **wrinkle** n., a crease, ridge, or furrow, especially in skin or fabric
    a. A wrinkle that is ironed into a permanent-press product will annoy the consumer each time the garment is worn.
    b. A wrinkle in the finish can be repaired more economically before a sale than after.

LIVEWORKSHEETS

WORDS IN CONTEXT

Read the following passage and write the words in the blanks below.

brand	enhance	perceive	throws out
conform	garment	repel	uniform
defects	inspect	take back	wrinkle

Alex is excited about his new job with Parapluie Rain Wear. As quality control manager, his job is to make sure that his company's goods (1) _____ to standardized quality criteria and are free from (2) _____. Before any (3) _____ leaves the factory, Alex must (4) _____ it. He knows that if he (5) _____ a damaged garment before a customer sees it, he will (6) _____ his company's reputation and increase the demand for their products. Alex must ensure that all products meet certain criteria: A customer who buys a raincoat that does not (7) _____ rain will probably (8) _____ the raincoat to the store and buy another (9) _____. The same is true if the seams are not sewn tightly or the color is not (10) _____. Alex knows that, in addition to keeping out rain, the product must be attractive to look at and to touch. It should not (11) _____ easily, and it should last a long time. Alex knows that it is important for customers to (12) _____ his company's goods as quality products so that his company will profit—and he can get a raise.

LIVEWORKSHEETS

WORD FAMILIES

verb	defect	Disgusted by the poor quality of products at the factory, the employee defected to a plant that took pride in its work.
noun	defect	Even a small defect can cause a product to fail.
adjective	defective	Good quality control employees will notice defective machinery before a serious breakdown occurs.

verb	inspect	We must inspect every product before we sell it.
noun	inspection	Each employee must conduct a careful inspection.
noun	inspector	The inspector leaves his identification number on the product to ensure accountability.

verb	perceive	The worker perceived that the stitching on the seams could not withstand normal strain.
noun	perception	Customers' perception of quality is often based on their experience with a given store or brand.
adjective	perceptive	Perceptive workers are excellent quality control inspectors.

verb	repel	A quality raincoat can repel rain and keep you dry.
noun	repellent	Testing insect repellent is never a pleasant task.
adjective	repellent	Testing stain removers can be repellent to workers because of the toxic fumes.

noun	uniform	The employees at this company are required to wear uniforms.
adjective	uniform	A successful company will ensure the uniform quality of its products.
adverb	uniformly	All of our company's products must be uniformly labeled.

verb	wrinkle	Linen is not a practical fabric because it wrinkles easily.
noun	wrinkle	Inspect garments carefully and remove any wrinkles that you find.
adjective	wrinkled	Garments become wrinkled after they have been tried on several times at the store.

LIVEWORKSHEETS

WORD PRACTICE

LISTENING COMPREHENSION

CD2
Track 3

Part 1 Photo

Look at the picture and listen to the sentences. Choose the sentence that best describes the picture.



1. Ⓐ Ⓑ Ⓒ Ⓓ

Part 2 Question–Response

Listen to the question and the three responses. Choose the response that best answers the question.

2. Ⓐ Ⓑ Ⓒ

3. Ⓐ Ⓑ Ⓒ

Part 3 Conversation

Listen to the dialogue. Then read each question and choose the best answer.

4. What does the company do with garments that have defects?
   (A) It exchanges them for better products.
   (B) It throws them out.
   (C) It stores them at the factory.
   (D) It sells them at a discount.

5. How many of the garments end up with defects?
   (A) 15 percent.
   (B) 16 percent.
   (C) 50 percent.
   (D) 60 percent.

6. What type of garment does the company manufacture?
   (A) Shirts.
   (B) Skirts.
   (C) Sweaters.
   (D) Uniforms.

Part 4 Talk

Listen to the talk. Then read each question and choose the best answer.

7. Who is this talk directed at?
   (A) Store employees.
   (B) Factory workers.
   (C) Product inspectors.
   (D) Customers.

8. When is a product inspected?
   (A) When it reaches the store.
   (B) Before it leaves the factory.
   (C) Before the customer takes it home.
   (D) When the customer returns it.

9. What can a customer do with a defective product?
   (A) Ask for a new product in exchange.
   (B) Send it back to the factory.
   (C) Show it to an inspector.
   (D) Return it to the store.

LIVEWORKSHEETS

READING

Part 5 Incomplete Sentences

Choose the word that best completes the sentence.

10. _____ equipment on a new car is not only costly, but also dangerous.
    (A) Defect (C) Defective
    (B) Defector (D) Defection

11. Rebecca is known as _____ #321 among her quality control coworkers.
    (A) inspect (C) inspector
    (B) inspection (D) inspecting

12. An employee who _____ his job as important performs better than one who wants only a paycheck.
    (A) perceives (C) perceptive
    (B) perceived (D) perception

13. Agnes was _____ by the odor of the waterproofing.
    (A) repel (C) repelled
    (B) repellent (D) repelling

14. Standardized products are _____ in appearance.
    (A) uniforms (C) uniform
    (B) uniformly (D) unformed

15. Sarah wants to return her dress to the store because it _____ too easily.
    (A) wrinkles (C) wrinkle
    (B) wrinkly (D) wrinkling

Part 6 Text Completion

Thank you for buying a Flexco product. Flexco is a top name in women's clothing, and the Flexco brand carries a reputation for excellence. Customer satisfaction is our top priority, and all Flexco garments carry the Flexco guarantee. All our products must __16__ to high standards. They __17__ by trained professionals before they leave the factory. If your purchase is defective in any way, you may take it __18__ to the store for a complete refund.

16. (A) conform
    (B) conforms
    (C) conforming
    (D) to conform

17. (A) inspect
    (B) inspected
    (C) are inspected
    (D) have inspected

18. (A) up
    (B) out
    (C) off
    (D) back

LIVEWORKSHEETS

Part 7 Reading Comprehension

Questions 19–23 refer to the following letter.

October 10, 20—

Customer Service Department
Flexco Women's Clothing
234502 Anthony Place
Woodston, NY 12229

Dear Customer Service,

I am writing to express my extreme dissatisfaction with a recent purchase of a Flexco garment. Last week I went to our local department store to buy a gift for my wife. I chose a very handsome Flexco raincoat and gave it to my wife on her birthday last Saturday. She was pleased with the gift and wore it yesterday because we had a big rainstorm. We were both surprised to find out that the raincoat is not water repellant at all. My wife returned from her walk very, very wet. In addition, the fabric of the coat became wrinkled in the rain. I bought the Flexco raincoat for my wife because Flexco is one of her favorite brands. She already owns several Flexco dresses, skirts, and blouses. We never expected to be disappointed by a Flexco product.

I took the raincoat back to the store this morning. The manager there said that he did not see any defects in the coat, but he offered me a different coat in exchange. Since I understand that Flexco guarantees a complete refund on all its products, I did not accept the manager's offer. I hope that Flexco will stand by its guarantee. I am returning the raincoat with this letter, together with the receipt from the department store, and hope to receive a complete refund before the end of the month. Thank you for your attention to this matter.

Sincerely,

Thomas Jamison

19. Why did Mr. Jamison write this letter?
    (A) He wants to order more garments from Flexco.
    (B) He is unhappy with his purchase.
    (C) He is looking for a present for his wife.
    (D) He wants to express his appreciation of Flexco products.

20. What Flexco product did Mr. Jamison buy?
    (A) A dress.
    (B) A skirt.
    (C) A blouse.
    (D) A raincoat.

21. What happened when Mr. Jamison returned to the store?
    (A) He bought more garments.
    (B) He was offered a refund.
    (C) He was offered a new coat.
    (D) He noticed some defective clothes.

22. The word *wrinkled* in line 5 of the first paragraph is closest in meaning to
    (A) creased
    (B) wet
    (C) destroyed
    (D) dirty

23. The word *brands* in line 6 of the first paragraph is closest in meaning to
    (A) gifts
    (B) names
    (C) stores
    (D) styles

LIVEWORKSHEETS