

# Gurram session assignment

[Sociology](#), [Shopping](#)



Sham C Grams Question I-Discuss how either good or poor quality affects you personally as a consumer. For instance, describe experiences in which your expectations were met, exceeded, or not met you purchased goods or services. Did your experience change your regard for the organization and/or its product? How? Response- When you consider a product or service the top notch factor that falls into consideration is Quality, be it anything from Pen in a students hand to a rocket on its way to mars should have a quality standard in order to survive.

Quality may be in good or bad standard, depending upon the type of quality of the product or service provided one may personally change his idea or thought about the product. In my personal opinion I had both good and worse experiences of the products I used. Among many products I use I always look for the good quality product or service pay for. Experience 1- I am totally a gadget freak and put myself more into collecting electronic wonders and smart phones.

I bought a Sony smart phone worth 450\$ back in hose time when one would hardly know what is an android phone, since Sony is way fast in releasing the smart phone's with android O. S thought to buy one for myself. I bought an Experts XSL worth 450\$ and started using it. Everything was good until 5 months I really liked the phone and used to proudly display as my costly gadget, then one day Sony released a software upgrade for the phone and wanted me to update. Updated my device and it started to restart automatically, called up the customer support guys and hey proved no help to me. I tried contacting them several times but still no use finally the device stopped to start permanently and when mailed Sony about the issue they

say that the device is out of warranty on the date when I send them a mail. Finally decide to start negative propaganda about Sony and still doing it. I will never ever recommend someone to Sony gadgets. Experience 2- I never shop online basically, one day I decided to give a try.

I thought to buy a shirt from eBay. Com online store, went online and selected shirt for myself and then bought it with a scary thought about the quality of the product, surprisingly the quality of the shirt is great and am highly satisfied with the quality and the service provided by the online shopping giant. They also provided me a 15% discount for my next purchase. So from now on I would refer anyone to eBay. Com without having a second thought. Question 18- How can you internalize and practice quality at a personal level in your daily activities?

Response- There is a wise saying that " If there is no Problem with the horse shoe, then he horse is good and if the horse is good than the race can be won easily". If an individual follows quality and practice quality at personal level, he also puts the same practice at his work. Personal level quality practice includes like 1 . Completing tasks in given particular time 2. Reaching the desired destination on time 3. Time management4. Personalitydevelopment 5. Maintaining accuracy 6. Planning 7. Appearance All these factors fall in developing the quality in daily activities at individual level.