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approach to
doing business
known as quality
management has
caught on and is
now widely
practiced as a
way to achieve
organizational
excellence.

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combination of
peak
performance,
superior
quality, and
continual
improvement.

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organization is
obsessed with
quality, good
enough is never
good enough

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it is true that

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structuring work
and in decision
making and
problem solving
that relates to
the work Long-
Term Commitment
Organizations
that implement
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quality. Quality
is a dynamic

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Quality associated
with products,
services,
people,
processes, and
environments
that meets or
exceeds
expectations.

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MANAGEMENT

Excellence is a

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Quality of
consistently
superior
performance that
surpasses
requirements and
expectations
without
demonstrating
significant
flaws or waste.
Organizational
excellence
continues the

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progress

established by a
foundation such
as total quality
management, in
which all levels
of the
organization
participate in
continual
improvement.

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a professional
who leads and
champions proces
s-improvement
initiatives -
everywhere from

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small businesses
to multinational
corporations -
that can have
regional or
global focus in
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service and
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settings.

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to be

successful, an
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past is a must.
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