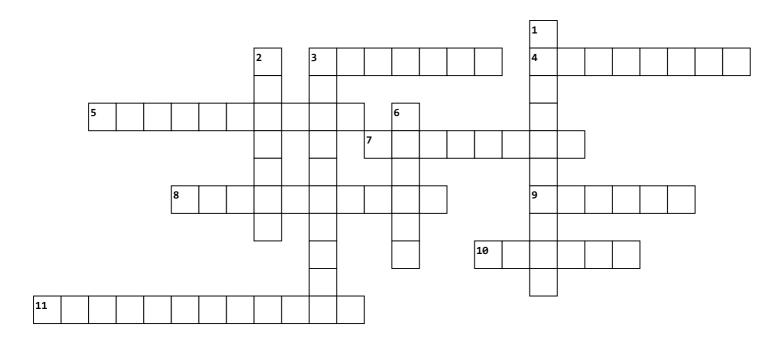
TQM Principles



Across

- **3.** Approach Managing activities as processes to improve efficiency and consistency
- **4.** Involvement Engaging all employees in quality initiatives and decision-making
- **5.** Decision Making Using data and analysis to drive quality improvements
- **7.** Focus Meeting or exceeding customer expectations
- **8.** Improvement Ongoing effort to enhance processes, products, and services
- **9.** Approach to Management Understanding interrelated processes for achieving objectives
- **10.** Japanese philosophy of continuous small improvements
- **11.** Comparing processes with industry best practices for improvement

Down

- **1.** Creating a clear vision and direction for quality improvement
- **2.** Culture Organizational environment that prioritizes quality at all levels
- **3.** Over Inspection Emphasizing defect prevention rather than detection
- **6.** Supplier Relationship Building strong partnerships with suppliers for better quality