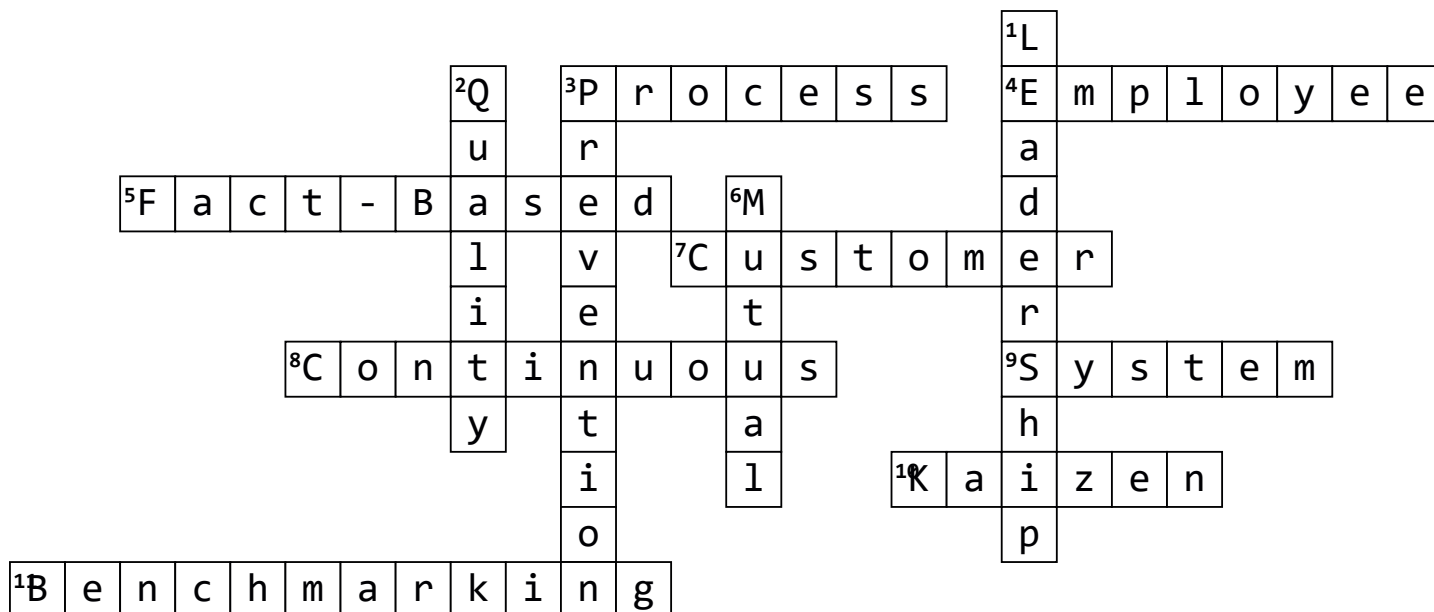


TQM Principles



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