

PRINCIPLES OF QUALITY MANAGEMENT

1. Improve QUALITY
2. Increase Productivity
3. Group Decision Making
4. Consensus Decision Making
5. Ongoing Improvement
6. Focus on Processes
7. Maximum Use of Information Technology
8. Learning Is Fundamental
9. Increase Meaningful Participation by Appropriate People
10. More Decentralized Structures
11. Enhance Satisfaction of Producers
12. Planning for Present and Future Needs
13. Increase Cooperation
14. Help People
15. Trust Each Other
16. All Participants Responsible
17. Control by the QUALITY Plan, Learning, and Participation