

PRINCIPLES OF QUALITY MANAGEMENT

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