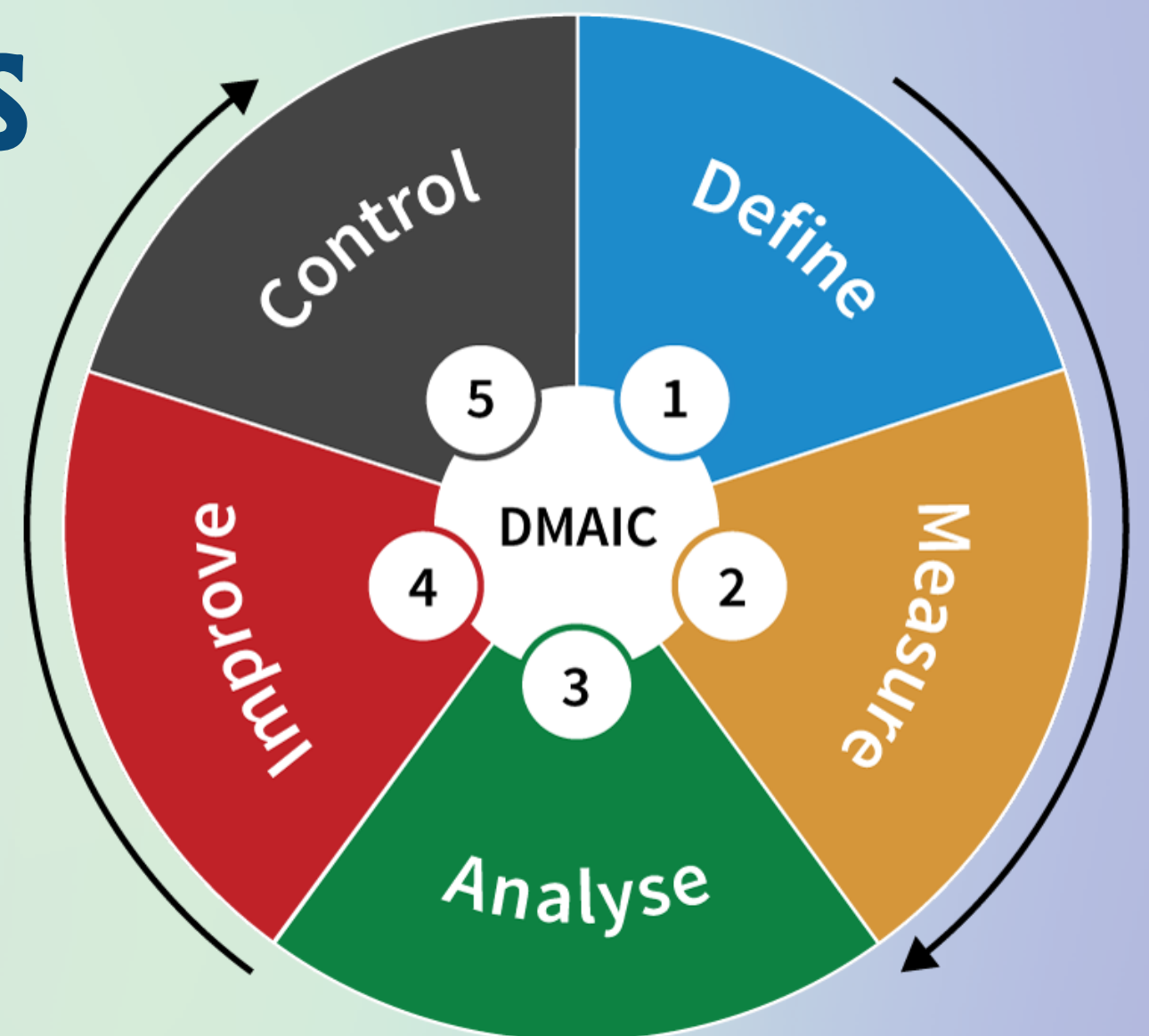




PREREQUISITE

- DEMAND FOR QUALITY IMPROVEMENT.
- TRAINING
- ALIGNMENT WITH THE PROJECT
- IMPORTANCE OF THE COMMUNICATION PROCESSES
- ENSURE MANAGEMENT BUY-IN
- BUSINESS APTITUDE

STEPS



OUTCOMES

- DECREASE WASTE
- INCREASE EFFICIENCY
- REDUCE ERRORS
- REDUCE COMPANY'S LEGAL RISK
- CUSTOMER SATISFACTION
- EMPLOYEE SATISFACTION

1. DEFINE

2. MEASURE

3. ANALYZE

4. IMPROVE

5. CONTROL