**Quality Mindset**

Quality and Service plays a major role in every aspects. If a customer receives outstanding services then he will be happy. That happiness should be our motivation to do more to keep the customer happy. Quality not only means about characteristic of products that satisfy customer needs it also have something to do with the relationship with them.

Quality contains 4 main factors :

Vision Empathy Commitment Adaptability.

**Vision** : Begin with end in mind. Which means we should definitely have an idea of full plan. It should be precise.

**Empathy**: Imagine ourselves in position of others. By imagining ourself in others position we will get an exact idea of what we exactly need . By that we can take decision.

**Commitment**: It is Ongoing dedication to meet need of the customer. Its like going an extra mile for the customer satisfaction. Its like giving our full time to it. Not only simply time it should be 100% productive.

**Adaptability**: We should adapt any to any condition and move according to it with out any fail. If we fail to adapt then we will fail to move forward

Quality is the key element we need to embed into our processes to ensure we approach our improvements with a quality mindset. From a customer perspective the only acceptable level of quality is zero defect.

An organization can build long term success by having all it members, from low level employees to high level employees, focus on improving quality and thus delivering customer satisfaction.