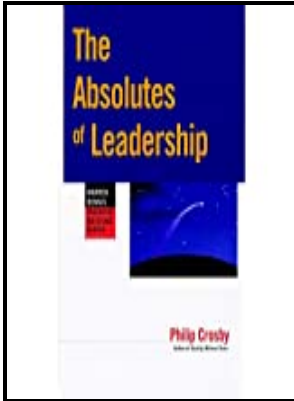


Quality without tears - the art of hassle-free management

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Notes: Includes index.

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First and foremost, management must be committed to improving the quality in a company. Find out how to build quality into all aspects of your operation by making employees active and enthusiastic partners in the enterprise.

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The real hassle begins when no one knows how well you are really doing. The common managing myths that can kill a company's chances of ever improving quality. For being the cause of the hassle other people had to live with.

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They celebrated the achievement of their target and then went on to deny their opponents dozens of extra points during the remainder of the

season.

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This requires a specific management policy on quality. As quality improvement becomes more and more an enduring way of life, as it becomes the culture of the company, the process gains speed and permanence. The tendency is for each area to try to limit its cost.

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