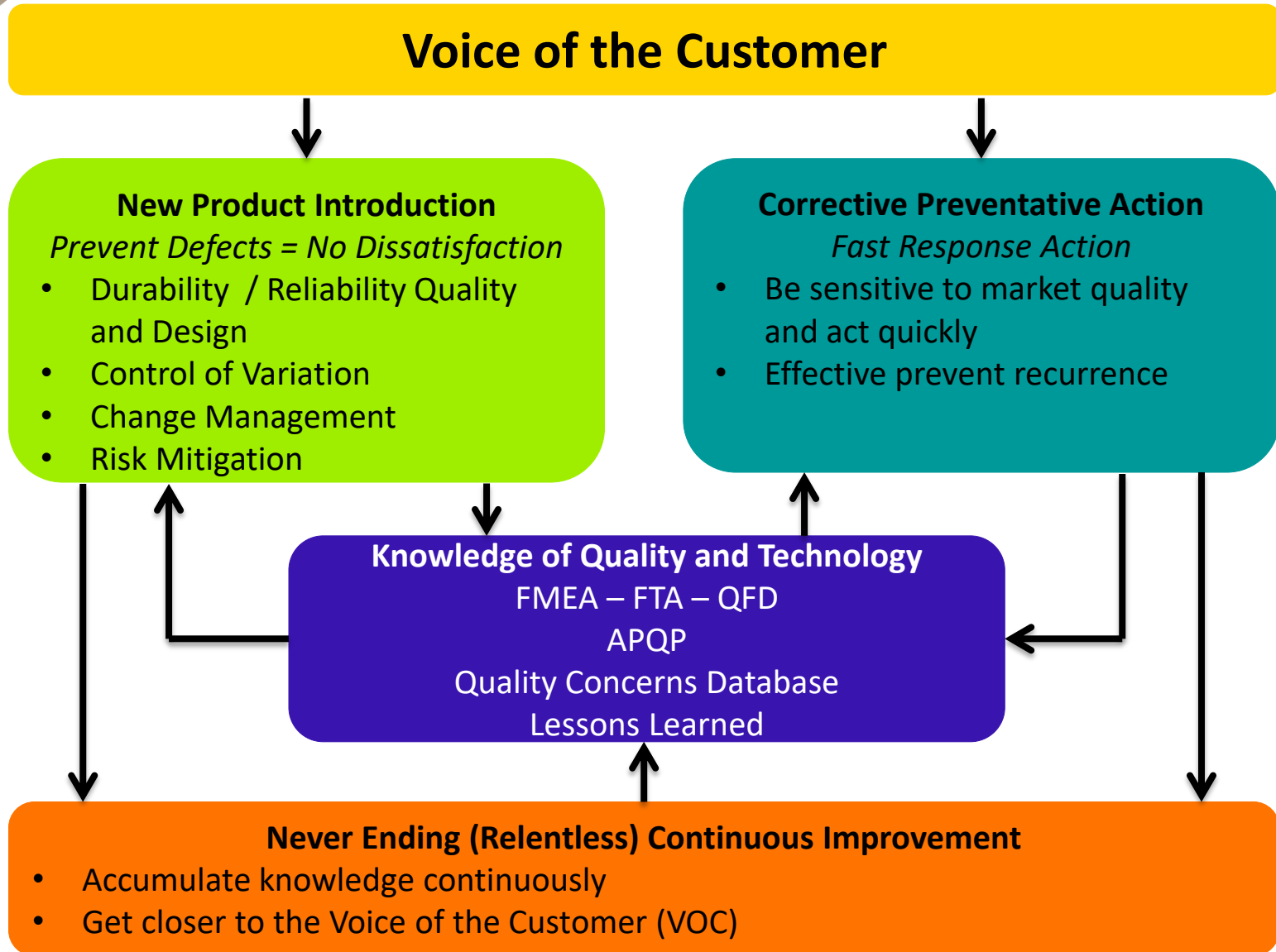


Total Quality Management (TQM) Process Flow





Total Quality Management (TQM)

- 1. Customer Focused Organization**
- 2. Leadership**
- 3. Involvement Of People**
- 4. Process Approach**
- 5. Systems Approach To Management**
- 6. Continual Improvement**
- 7. Factual Approach To Decision Making**
- 8. Mutually Beneficial Supplier Relationships**