

QUALITY MANAGEMENT

7 PRINCIPLES OF QUALITY MANAGEMENT FOR ORGANIZATIONAL SUCCESS



In today's competitive business environment, quality management has evolved from assuring conformance with industry standards into a more strategic goal and a key component for sustaining a competitive advantage. Industries nowadays are in favor of quality; with the dynamic change in customers' behaviors and demands; quality of service is now seen as a "basic expectation" as opposed to a "differentiator". By investing in strong quality management processes, organizations may redefine themselves as industry leaders and set the standard for others to follow.



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“Quality is not
merely a choice
—it is an
imperative
necessity”
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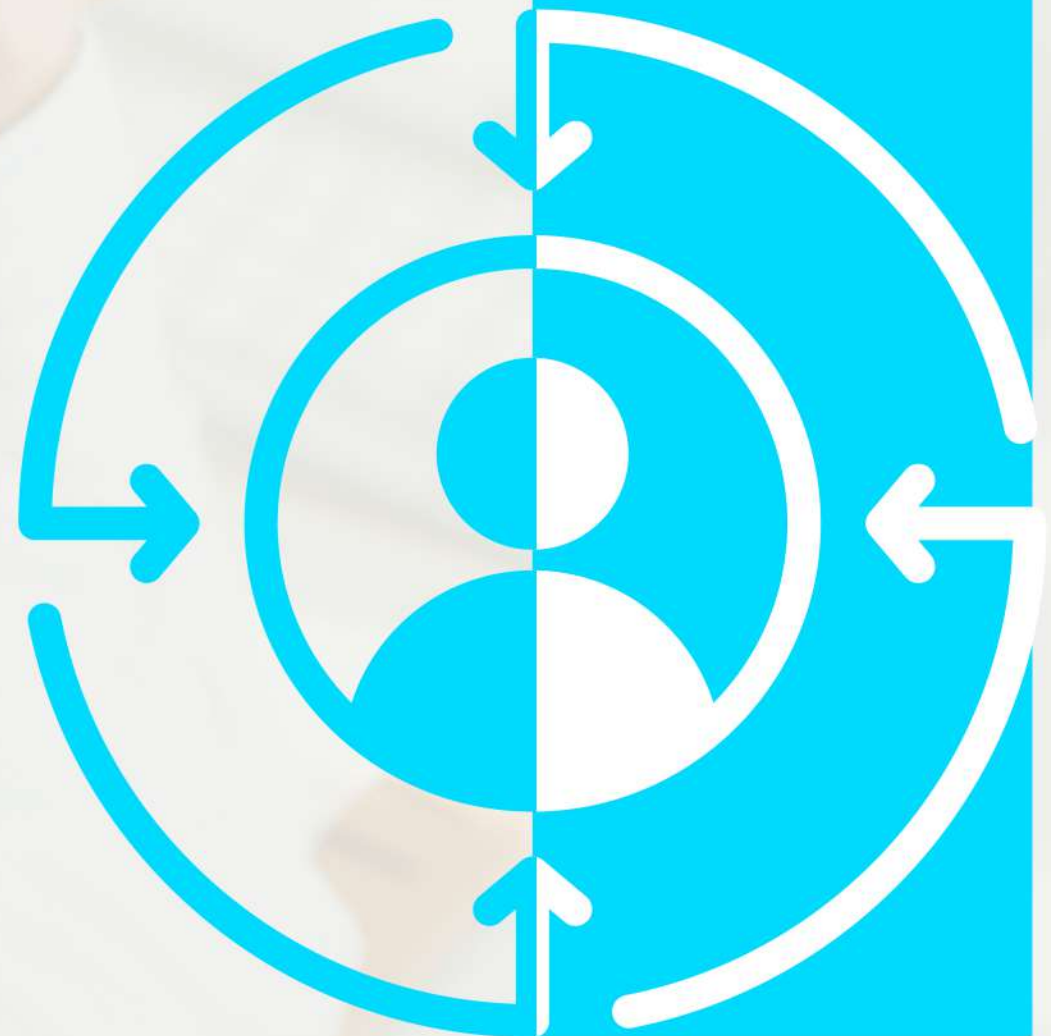
1. Strategic Alignment with Requirements

- Quality Policy Statement
- Policies & Procedures
- Measuring Customer Satisfaction
- Quality Management Plan
- Industry relevant standards



2. Customer Focus

- Customer Centric Culture
- Customer Experience



3. Service Excellence

- Measuring Quality Service Dimensions
- Quality Audits & Reviews
- Quality Assessment Framework



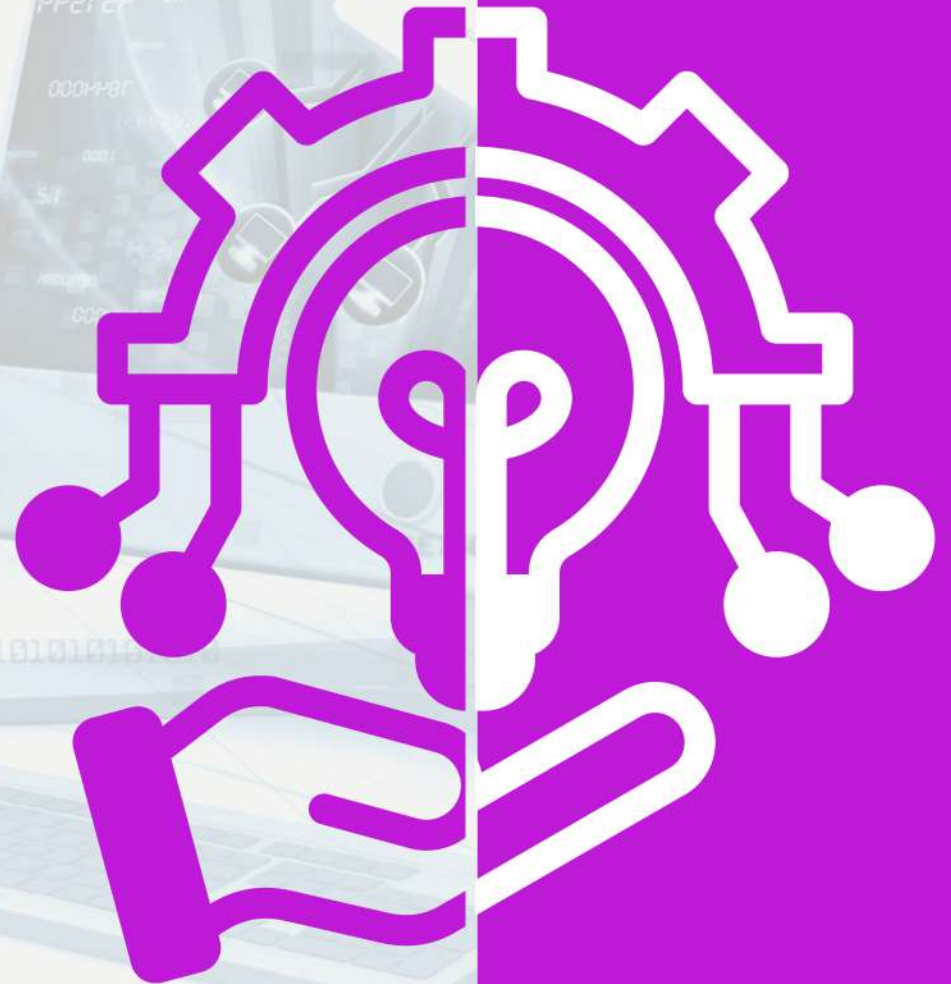
4. Communication & Reporting

- Stakeholders' Engagement Meetings
- Educative Workshops
- Newsletter
- Quality Audit & Reviews Reports
- Performance Dashboard



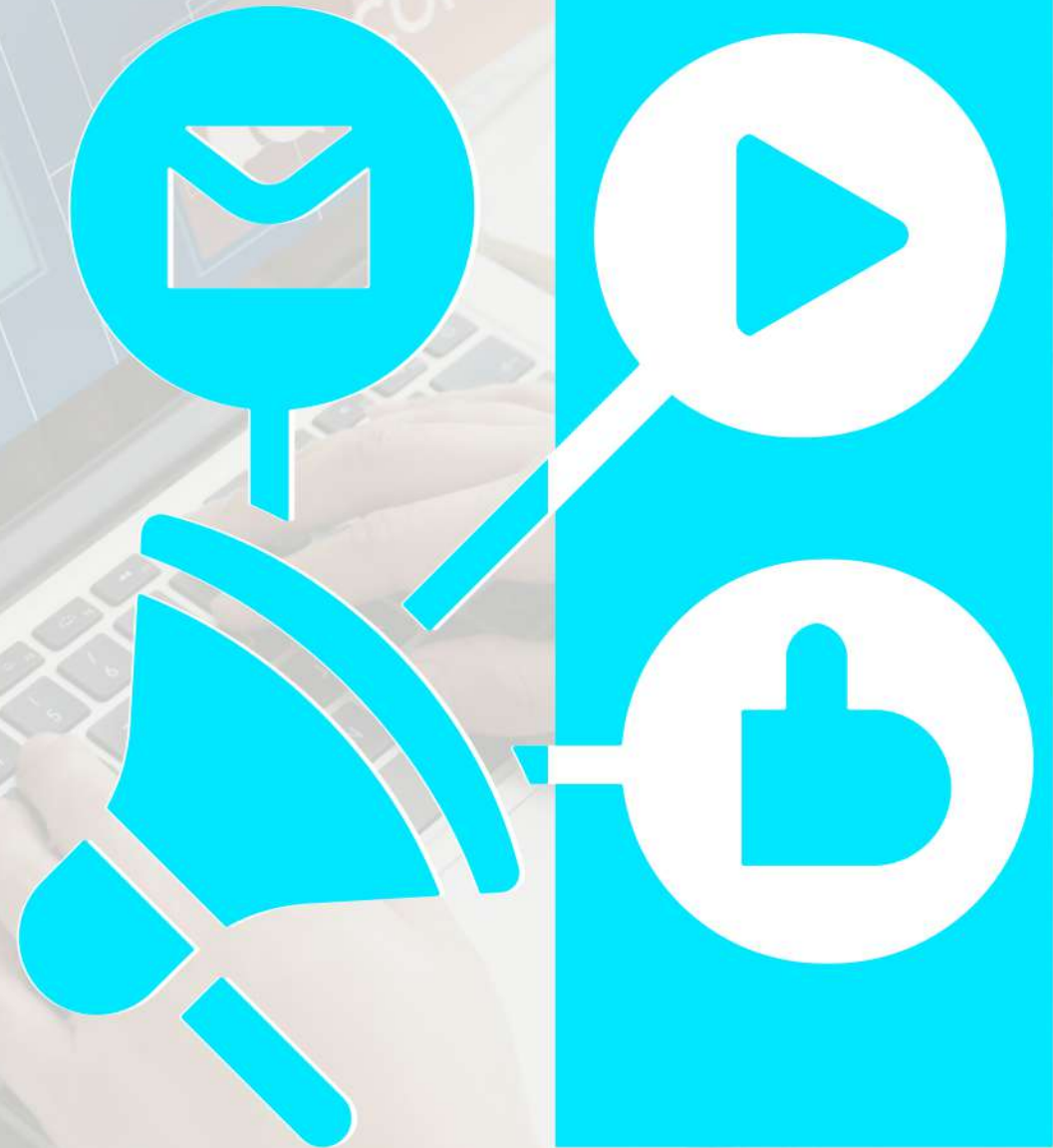
5. **Technology** Platform Adoption

- Enterprise Standards & Procedures
- Quality Audit Automation



6. Document Creation & Distribution

- IMS Framework
- Document Creation Workflow



7. Continual **Improvement**

- Refining Existing Process
- Root Cause Analysis
- Corrective & Preventative Action (CAPA) Log



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