

# #14 - Becoming an Expert Quality Control Customer Satisfaction



What ever job you do, you need to complete it with passion and the commitment to 100% effort. Quality products/services and customer satisfaction are what makes a company profitable and competitive. Your employer will want you to give your utmost performance in this endeavor.



At your workplace you will hear terms such as ISO 9000, TQM - Total Quality Management, Six Sigma Procedures or the Baldrige Award for Quality. Your employer will offer you training in these areas.

Your personal contribution to quality can begin with the following:

- ✓ A strong work ethic and passion to do the job "better than good."
- ✓ A commitment to honesty and loyalty to your employer and your customers.
- ✓ A dedication to "follow the rules" of production or service.
- ✓ An strong effort to "timeliness" in regard to delivery of service.
- ✓ An awareness towards eliminating waste of raw materials and time.
- ✓ A determination to find an answer if you do not know the answer.

## RESPOND:

How does your corporation foster quality service and production? What methods or procedures do they ask you to follow? Submit a copy of their quality training materials.

## USE THE INTERNET:

Visit the following sites and comment on how these companies or organizations support quality control.

<http://www.harley-davidson.com/>  
<http://www.deming.org/>  
[http://www.mcdonalds.com/  
html](http://www.mcdonalds.com/html)

<http://www.quality.nist.gov/>  
<http://www.mot.com/MU/>  
[http://www.prenhall.com/russell/student/html/internet3.](http://www.prenhall.com/russell/student/html/internet3)

# NATIONAL QUALITY PROGRAM



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