

# Total Quality Management And Leadership

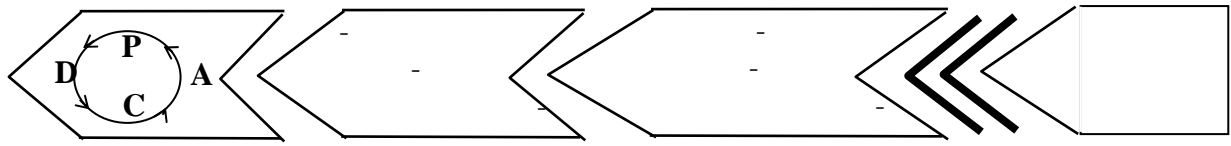
(TQM)

FOUR PHASES FOR TQM

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**P ≡ Plan ≡**

**D ≡ Do ≡**

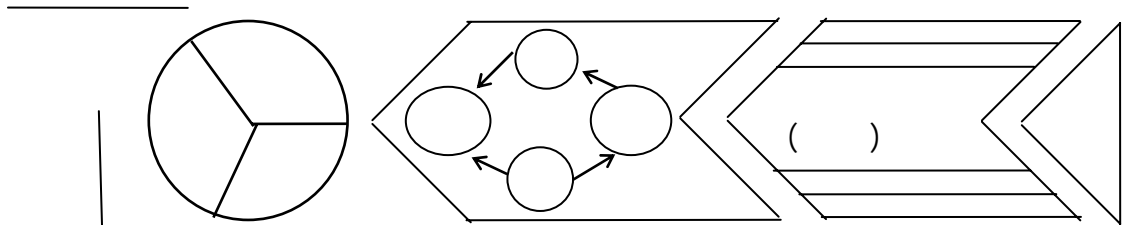
**C ≡ Check ≡**

**A ≡ Act ≡**

**(1)**

**The right type of leader**

**Strategic Quality Development**



(2)

## How Quality Benefits Employees

## Keeping Customers Satisfied

**Process-Oriented approach**

**Billing Process**

**Persistence**

**Rewarding Verified Quality Improvement**

**Legal Aspects and Responsibility**

9000

9000

**Quality is Part of Leadership**

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