

A Blueprint to Success



Total Quality Institute

We are certified by Total Quality Institute, an international network of skilled professionals who provide a comprehensive, customized, results-oriented approach to continuous improvement planning and implementation. Our goal is to maintain a reputation of helping our clients achieve significant long-term results and to successfully address current business needs.

Our Mission

Our mission is to develop a collaborative relationship to deliver customized continuous business improvement processes that will enable our clients to achieve their strategic missions.

People

Focusing the behavior of people toward the “customer,” the work processes, and each other, is the major challenge in the implementation of continuous improvement. Therefore, we offer development processes which assist managers, supervisors, and staff to succeed within an ever-changing, customer-focused environment. These processes are designed to help people view themselves in terms of their potential, develop effective interpersonal skills which nurture a quality organization’s strategic mission, and learn how to effectively set and achieve personal and professional goals.

Strategic Outcomes

In an ever-changing environment driven by technology, economics and social policy, we provide you with a framework of stability which allows for the achievement of your strategic goals.

Our Approach to Continuous Business Improvement

The implementation model that we use is distinctive in its comprehensive, culturally-sensitive approach to our clients. The cultural uniqueness of each organization is understood and valued by us. We guide you in designing and implementing a continuous business improvement process which is based on foundational quality principles, and one that is also tailored to address the needs of your organization. Our processes combine both education (what needs to be done) and skill development (how to do it).

Experience has taught us that high performance is achieved when commitment, energy, and efforts are focused on customer satisfaction through the continuous improvement of an organization’s Strategy, Systems, and People. Dramatic operational gains result when Strategy, Systems, and People are equally prioritized and developed in a planned, coordinated manner.

Strategy

The vitality of an organization begins with an inspiring and rallying vision which depicts what the organization will look like in the future, a mission which states how the organization will move toward this vision in a specified period of time, and principles which serve as a solid foundation for the direction and growth of your organization.

Systems

Creating an environment that is structured around the needs and expectations of your “customers,” making decisions based upon fact, not opinion, and using simple tools to gather and analyze information, will allow all of your employees to meet and exceed “customers” expectations. A systems orientation calls for continuous process improvement to: improve product and service quality, drive down costs, and increase productivity, profitability, and customer service in order to enhance your competitive position and customer loyalty.

Further Information

For more information on how to approach a successful Continuous Improvement Implementation Process, please contact: