

# **The Quality Process Revolution**

For years now, I have been observing organizations just to see what makes their operations rise above the rest and make them what I call “excellent organizations.” What I discovered is more common sense than it is groundbreaking.

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## **Optimize for Perfection**

An executive once emailed me a quote that reads: perfection is unknowable. I’m sure his source was Confucius or Zen teaching, but I also find this thought noted in Western cultures as well.

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## **Redefine the Nature of Quality**

While it is true that I am advancing a new way to think about quality, I am also reaching beyond common output metrics of a product or service. I believe that we need a fresh approach that can have a profound effect on not only the way we work, but the way we perceive our everyday life.

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# Meet Your Future

Change is everywhere. In nature, change is an undeniable force. Even mountains succumb to the ever present, never diminishing force of change.

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# Transform Your Organization through Quality

I use word “quality” as a proper noun; quality with a capital “Q”; because the effect of quality should not be limited to a policy or a set of rules. When Quality becomes everyone’s business, we see the outline for a truly transformational experience that shakes the very foundation of our beliefs and behaviors.

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# The Wisdom of Listening

Even big and successful companies sometimes forget the importance of listening. Let’s face it. Problems come and go, but it’s how we deal with the problems that make us stand out to our customer base.