

QUALITY, IMPROVEMENT, BENCHMARKING, INNOVATION FOR PERFORMANCE EXCELLENCE

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Who defines Quality? **CUSTOMER**

Who is the Final Inspector? **CUSTOMER**

Who pays your Salary? **CUSTOMER**



Quality of Planning

Quality Planning

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Quality Planning: **Set** the Standard

Quality Control: **Maintain** the Standard

Quality Improvement: **Challenge** the Standard

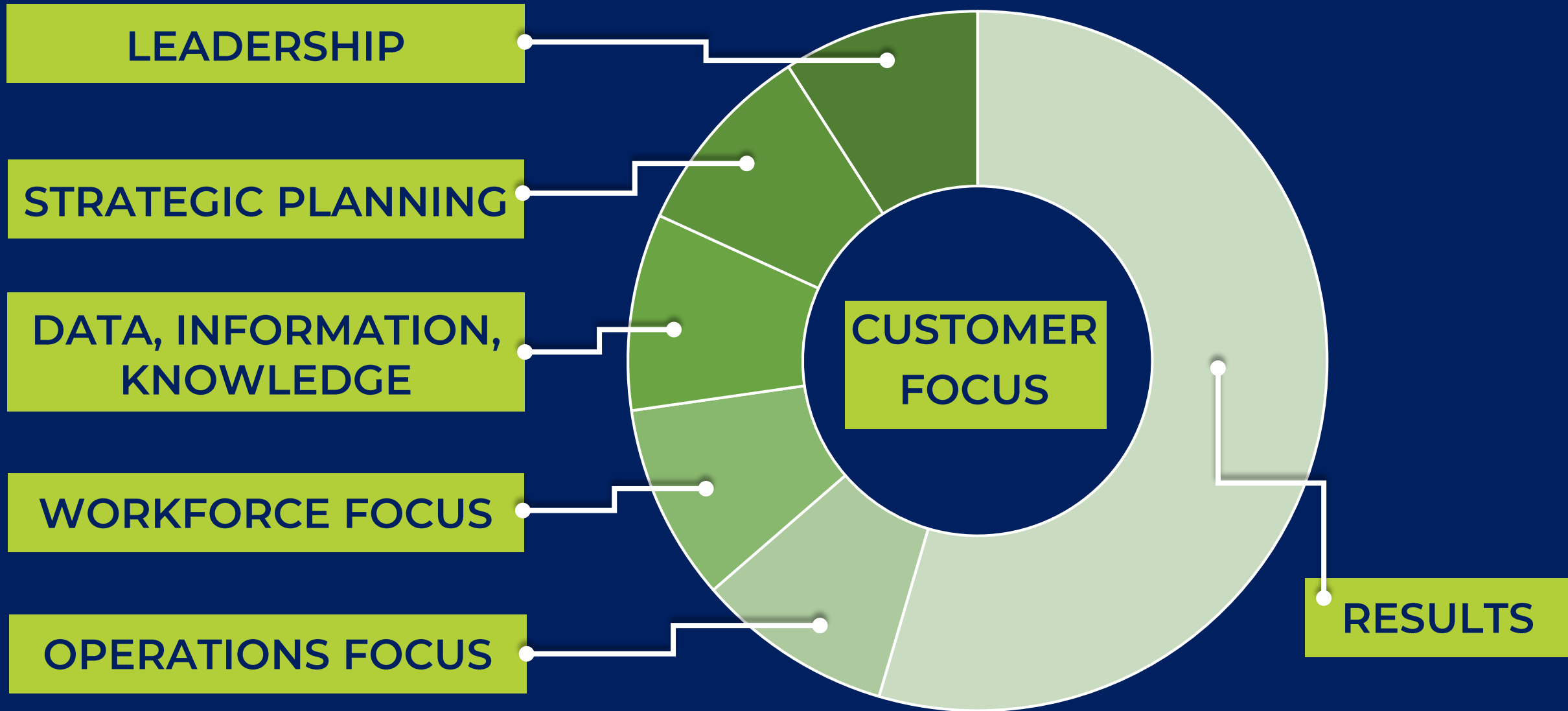
Faster | Better | Cheaper

Innovation: **Simplification**

Faster | Better | Cheaper | *Different*

Performance Excellence

Performance Excellence - Criteria



QUALITY = CUSTOMER DELIGHT



CHALLENGES

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Product Life Cycles Shrinking

Attention Spans Shrinking

Digital Customers

Robotic Process Automation

Thank you