



# Finding and Fixing the Profit-Killing Hidden Costs in Your Business

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## Short Description of the Presentation:

Quality management involves understanding current processes in order to note and explain variations. Bottom line. How can the process be done faster, more efficiently, with higher quality to maximize customer satisfaction and company profits? That is what this presentation is all about.

## History of Quality Management

### Defining Quality Management Today

- Company perspective
- Customer perspective

## Why Does Quality Matter?

## Cost of Poor-Quality Management

### Creating a Quality Management System

- Four Quality Success Factors
- Understanding the current processes within the company
- Two types of variation
- Three (3) responses when processes break down
- Tools for conducting root cause analysis
- Five Whys Analysis
- Modify the process

## Characteristics of a Strong Quality Management System

## Pitfalls of the Blame Game

## Eight (8) Steps of Culture Change