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## World Class Quality An Executive Handbook Paperback

**supplier quality manual - world class ind** - the purpose of this supplier quality manual is to define the quality requirements that world class industries requires of their suppliers upon acceptance of a wci purchase order. it also contains guidelines to define the business relationship between world class industries and its suppliers. 3 scope **world class manufacturing performance measurements** - upon superior product quality and service. the world class company creates a level of customer satisfaction through being not only "easy to do business with," but by exceeding customer expectations. the term "customer delight" is an often used expression when procuring product or service from a world class manufacturer. 4. **world-class performance benchmarks - wmep** - world-class performance benchmarks new products as a percentage of total skus launched annually: >20% percentage of annual sales are derived from products introduced in the past three years. percentage of workforce dedicated to new product development: organization's investment in new product development/r&d as a percentage of sales: **building a world-class quality assurance program - vpi** - and are essential for building world-class contact centers. this guide is a "cookbook" for building a strong, effective and well-received qa program. it is ideal for managers and supervisors in contact centers of any size who are either building their first quality assurance **world-class quality using lean principles and process models** - world-class quality used with permission and licensed to lean solutions institute, inc. (lsi) 7 what is lean? lean has its roots in quality and manufacturing, and is a recent popular movement in quality. "lean production" is the name for the toyota lean production system. **what do world-class suppliers do?** - •what are world-class supplier performances, and how and when are they delivered? while suppliers need to know the answers to these questions, oem representatives may lack a clear picture of world-class manufacturing themselves. so when a supplier asks, "what should i do to become world-class?" the answer is often "do ... **world-class quality-focused commitment innovation ...** - world-class quality-focused commitment innovation performance world-class quality-focused commitment innovation performance world-class quality-focused commitment innovation performance world-class quality-focused commitment innovation performance **world class manufacturing - empowered performance** - sends a message to everyone that quality really isn't all that important. you're not really serious about quality until you're willing to impact the revenue stream and fix the problems causing poor quality. this is a sample of an in-depth assessment of just one element of world class manufacturing - quality at source.

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