

# quality is a way of life

## Quality Orientation

Quality is probably one of the most used and least understood English word.

Yet, it is demanded and accepted in every walk of our lives. It is important to remind ourselves periodically of this great concept. Every time we do so, new meanings emerge.

One way of looking at quality is perfection in our work.

## Contents

This module is based on 4 quality perspectives

Quality is a way to think

- What is quality for me

- Why do I expect quality as customer

Quality is a way to understand

- Who are my customers

- What is important to my customers

Quality is way to do

- Working for perfection

- Do the right thing right the 1st time

Quality is way to live

- Inculcating "Quality Habit"

## Take Away

Following this training workshop, the participants will be able to appreciate the concept of quality and its importance for self & organization.

The participants will be encouraged to work towards perfection in their work.



## Objectives

To inculcate the concept of quality for self

Understand personal contribution to improve it

Be sensitive to the ownership for Quality

### Who should attend?

Operating level, Middle level, Senior level

### What is the duration?

1 day, 2 days, 3 days, 3 ½ days

[choose duration](#)

### Interaction language

Hindi, English, Hindi/ English

### Methodology

Multimedia Presentation

Lecture

Facilitated Discussion

Group exercise

Individual exercise

Study material

Games

Q & A