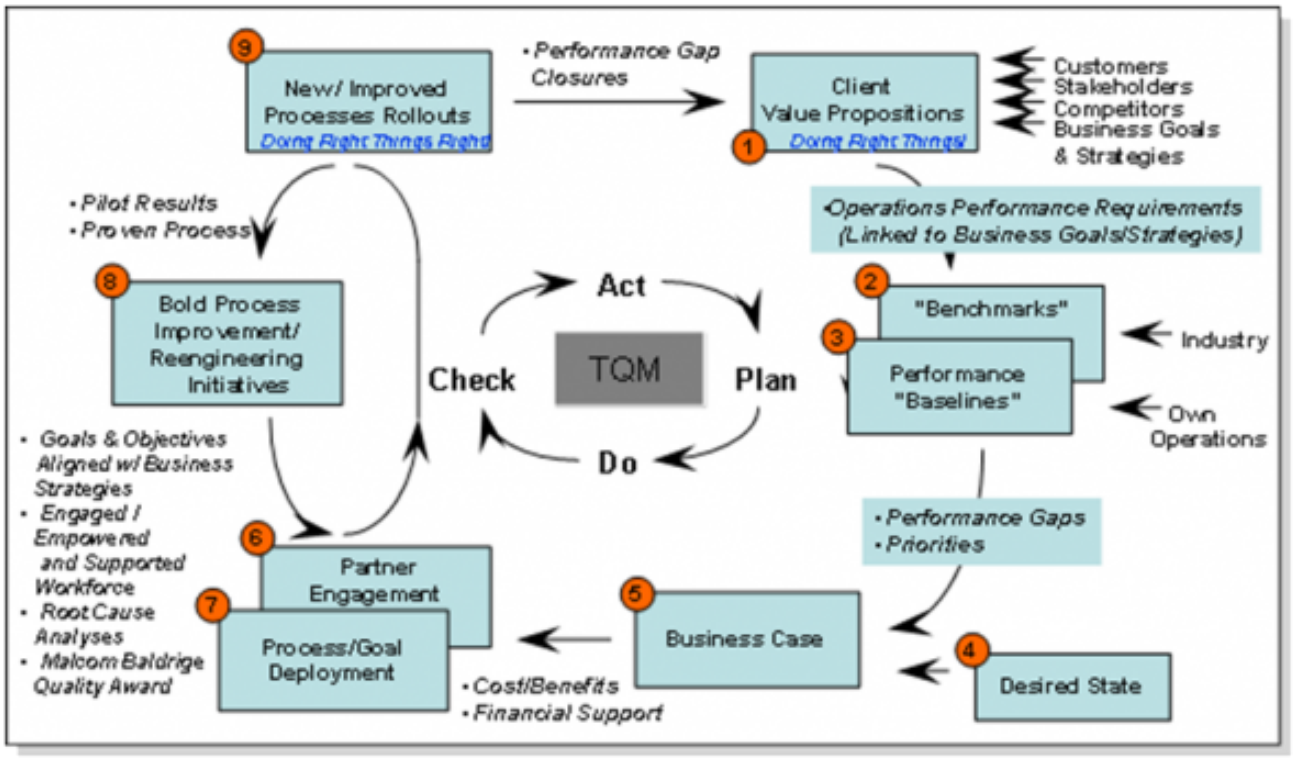
Quality Excellence, A Process for Improving (Saving) Your Business

Wed, 04/28/2010 - 05:00 — Chris

Quality Excellence is an approach that we've used for several years. Some key accomplishments with this method are:

- Made profitable a $2B (Revenue) consumer products organization
- Saved over 50% (~$10M) for a wireless carrier's service activation function
- Saved over $4M for a company's customer premise installation and maintenance process

The Quality Excellence Cycle provides a structured and holistic approach to assure all factors needed to put the business on an improvement track are evaluated. It embraces Baldrige and ISO as foundations for excellence. It uses Six Sigma, Total Quality Management, and Re/Engineering methods and tools to navigate the improvement process. Quality Excellence helps those to apply their quality knowledge in improving a business by providing a process to create and manage a business improvement program.



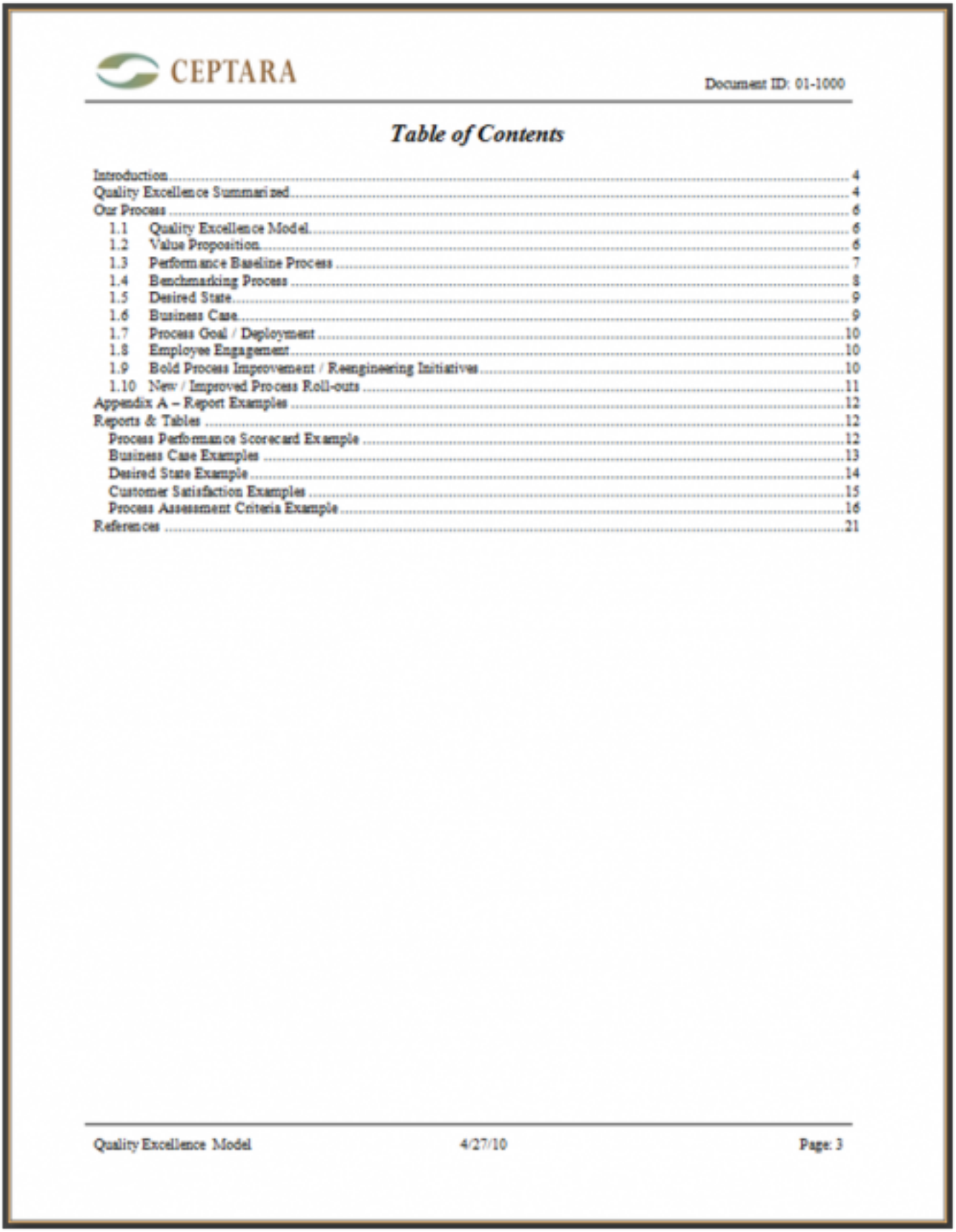
[1]

The white paper provides explanation for each of the topics (boxes), such as;

- What is a value proposition?
- What is a process capability assessment?
- How do you benchmark?
- How do you articulate a desired state?
- And several example charts, graphs and tables.

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The table of contents includes:



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Table of Contents

Introduction 4
Quality Excellence Summarized 4
Our Process 6
1.1 Quality Excellence Model 6
1.2 Value Proposition 6
1.3 Performance Baseline Process 7
1.4 Benchmarking Process 8
1.5 Desired State 9
1.6 Business Case 9
1.7 Process Goal / Deployment 10
1.8 Employee Engagement 10
1.9 Bold Process Improvement / Reengineering Initiatives 10
1.10 New / Improved Process Roll-outs 11
Appendix A – Report Examples 12
Reports & Tables 12
Process Performance Scorecard Example 12
Business Case Examples 13
Desired State Example 14
Customer Satisfaction Examples 15
Process Assessment Criteria Example 16
References 21

Quality Excellence Model 4/27/10 Page: 3

[2]

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We invite you to download our whitepaper (24 pages) to learn more about our approach.
Please login or sign up to download this and other great resources.
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- Quality Excellence [4]

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[4] http://ceptara.com/taxonomy/term/3

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