

# Performance Improvement Whitepaper

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## Cost of Quality

If policies and procedures are not followed or measured, companies should consider potential risks to their quality. Lack of quality can trigger problems in an organization but identifying these problems can be opportunities for improvement, and a chance to provide corrective action.

Tracking quality improvement over time can provide visible proof in performance measurement initiatives.

## Customer Satisfaction

Everyone is a customer and management needs to remember customers can be both internal and external.

Internal stakeholders play a key role in customer satisfaction, and it's important to understand their needs, concerns, facts, by constantly providing avenues of communication.

How well your internal operation functions, may determine your external customer satisfaction. Operational functions such as how your company handles:

- Customer complaints
- Quality Systems
- On-time delivery
- Reliability
- Costs
- Productivity



**Reach full potential  
and increase efficiency!**

Performance indicators can assist your organization in understanding the pros and cons of your companies' processes. These and should expand throughout your business operation including suppliers to customers, and employees to management.

Performance indicators should measure areas like:

- Customer satisfaction
- Financial and market performance measures
- Human resource measures
- Supplier and partner performance measures
- Organizational effectiveness measures that support company strategy.

Think about ways you want to have your organization reach its full potential and increase efficiency.

## Strategy development

Bringing the organization from current to future desired state requires an environmental assessment, a strategy, action plan and an idea of how to implement this plan.

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