

# “Seven Quality Mantras”

In God we trust , all others please bring data - Dr Deming

Mantra no 1 (Q1) - Speak with data and Facts

Q2 - Don't Receive Defects, Don't produce Defects and Don't pass defects to next process ( Next process is your customer)

Q3 - No data with out analysis, no analysis without action and No action without standardization

Q4 - Ask why 5 times to get in to the root cause of the problem.

Q5 - Stop the process/line to correct problems

Q6 - Make PDCA way of life (Hint : Front line Hourly PDCA, middle management shift/daily PDCA and top managers weekly PDCA )

Q7 : Make QMS a way of life (Move from document oriented quality system to Performance oriented Quality System)

Make Quality a Culture in the organization through Total Employee Involvement



**“It is not 7 Letters but 7 principles which makes Quality”**

## House of Quality

SUPPLIER DEVELOPMENT

CONTINUOUS LEARNING  
AND IMPROVEMENT

CUSTOMER FOCUS

TOTAL EMPLOYEE  
INVOLVEMENT

DATA AND FACT BASED  
DECISION MAKING

Process Approach  
Leadership and Culture



**SEVEN STEPS**  
“Making Excellence a Culture”



**“QUALITY A CULTURE AND WAY OF LIFE”**

