

# 1 minute boost

## 3 and a Half Dimensions of Quality

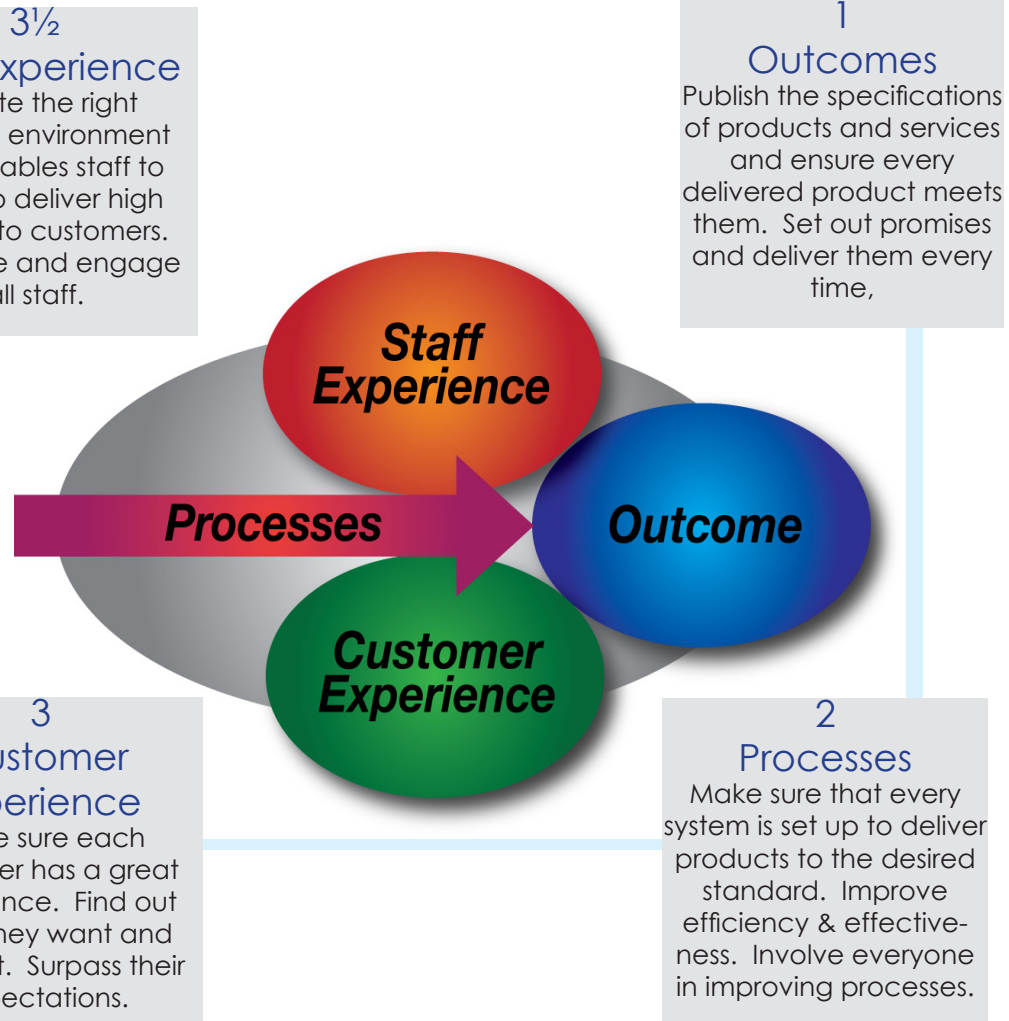
Over several years, we developed this model as a way to get organisations to think much more widely about quality. Quality is more than simply producing goods and services to a specific standard, or going through processes of improvement – it's also about what you go through to get to the end product, and the way those products are received by customers. It's also about the attitudes you and your staff have towards quality – and the extent to which they care about it.

### Consistency

The extent to which products and services are delivered to the same consistently good standard. Reduce variables.

### Continuous Improvement

Subject every element of the quality system to continuous efforts to improve them. Make it everyone's business.



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