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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.

$3\frac{1}{2}$ **Outcomes** Staff Experience Publish the specifications Create the right of products and services working environment and ensure every that enables staff to delivered product meets want to deliver high them. Set out promises quality to customers. and deliver them every Stimulate and engage time, all staff. Staff **Experience Outcome Processes** Customer Experience 3 Customer **Processes** Make sure that every Experience system is set up to deliver Make sure each products to the desired customer has a great standard. Improve experience. Find out efficiency & effectivewhat they want and ness. Involve everyone deliver it. Surpass their in improving processes. expectations.

For more information about how we can help you visit www.hbsgym.com

3 and a Half Dimensions of Quality