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ORGANIZATIONAL EXCELLENCE 1. Define
the term quality. Quality is a dynamic
state associated with products, services,

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people, processes, and environments that meets or exceeds expectations. 2. What is total quality? Total quality is an approach to doing business that attempts to maximize the competitiveness

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requirements and expectations without demonstrating significant flaws or waste. Organizational excellence continues the progress established by a foundation such as total quality management, in which all levels of the organization participate in continual improvement.

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quality management, including Lean, Six
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