



LEAN SIX SIGMA WHITE BELT

TRAINING & CERTIFICATION





LECTURE

WHAT IS QUALITY?

SIX SIGMA WHITE BELT



**IMAGINE HOW UNSAFE THE
WORLD WOULD BE IF THE
DOCTOR STARTS HANDLING
YOU INSTEAD OF CURING
YOU**



A close-up photograph of a person's hand, wearing a dark suit sleeve, holding a wooden block. The block is part of a long, diagonal line of identical wooden blocks, resembling a domino chain. The blocks are light-colored wood and are arranged on a dark, reflective surface. The lighting is soft, creating a professional and focused atmosphere.

**WE SOLVE PROBLEMS FOR OUR CUSTOMERS
MORE THAN JUST HANDLING THEM**



QUALITY IS MORE THAN JUST BEING A METRIC OR A JARGON



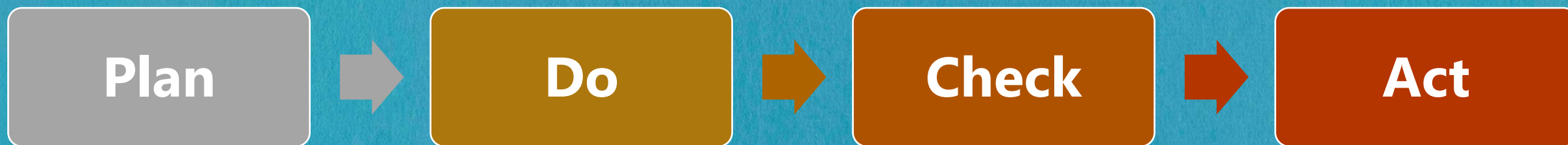
**FOR A CUSTOMER QUALITY MEANS
RESOLUTION OF HIS PROBLEMS**

Fitness for use. Those product features which meet the needs of customers and thereby provide product satisfaction. It is all about freedom from deficiencies.

- Joseph Juran

Quality is defined from the customer's point of view as anything that enhances their satisfaction.

- Dr. W. Edwards Deming



The totality of features and the characteristics of a product or service that bear on its ability to satisfy stated or implied needs.

- American Society for
Quality (ASQ)



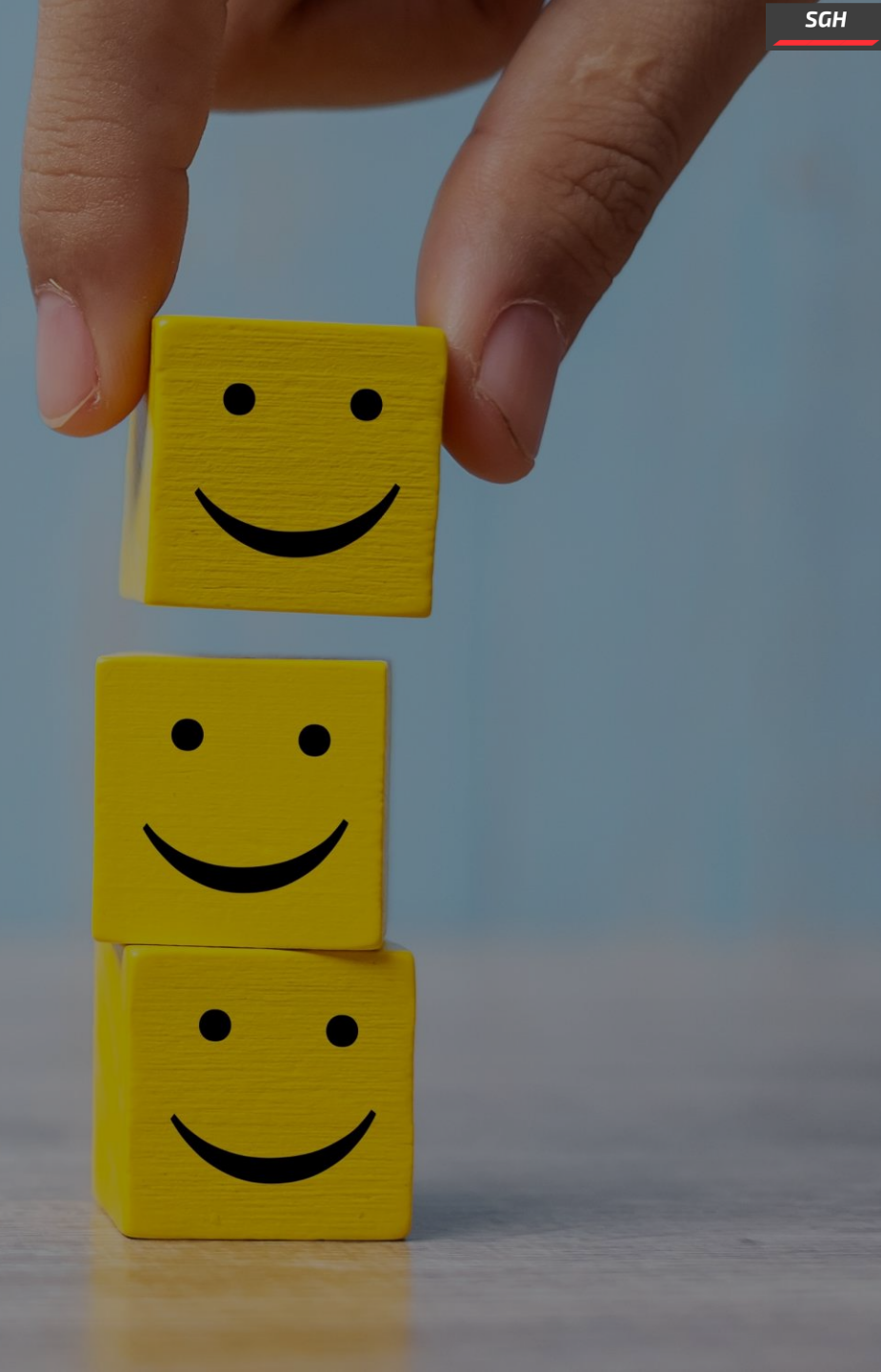
**SIMPLY STATED: QUALITY COMES FROM
MEETING CUSTOMER EXPECTATIONS**

**YOU UNDERSTAND CUSTOMER
REQUIREMENTS**

**DESIGN PRODUCTS & SERVICES TO
SATISFY THOSE REQUIREMENTS**

**DEVELOP PROCESSES PROFICIENT OF
PRODUCING THOSE PRODUCTS**

**REGULATE AND MANAGE THOSE
PROCESSES FOR DELIVERY**



SMART GROWTH HACKS



DEDICATED TO YOUR CAREER SUCCESS