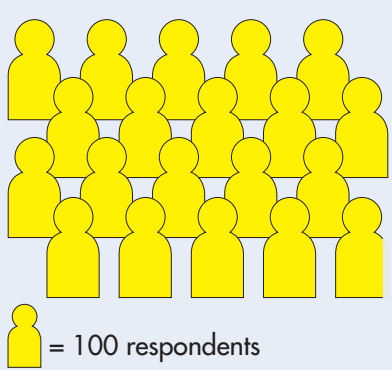


SURVEY DEMOGRAPHICS

1,991
Respondents



22
Countries*

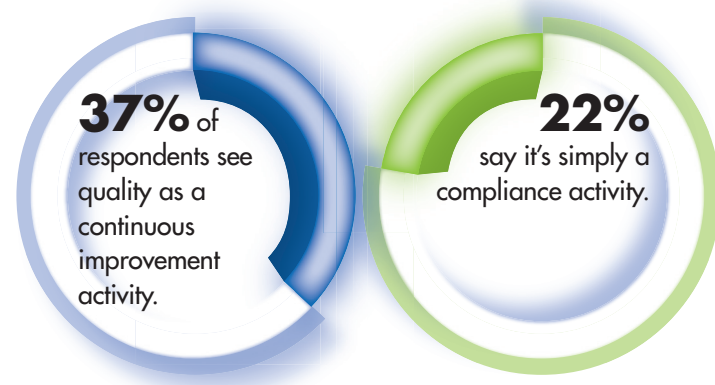


These organizations represent
75% of global gross domestic product



*Australia, Brazil, Canada, China, Czech Republic, Finland, France, Germany, India, Kyrgyzstan, Mexico, the Netherlands, Norway, Republic of Korea, Romania, Russian Federation, Spain, Switzerland, Ukraine, United Arab Emirates, United Kingdom, United States

CONTINUOUS IMPROVEMENT



QUALITY MEASURES

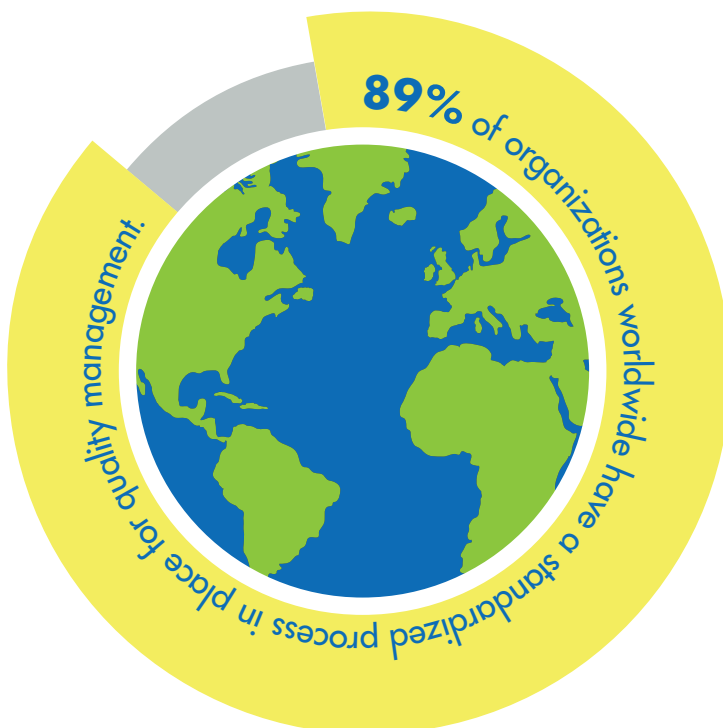
The value of widely communicating quality measures in a transparent fashion can provide tremendous benefits.



51% of all respondents report quality measures across the entire organization.

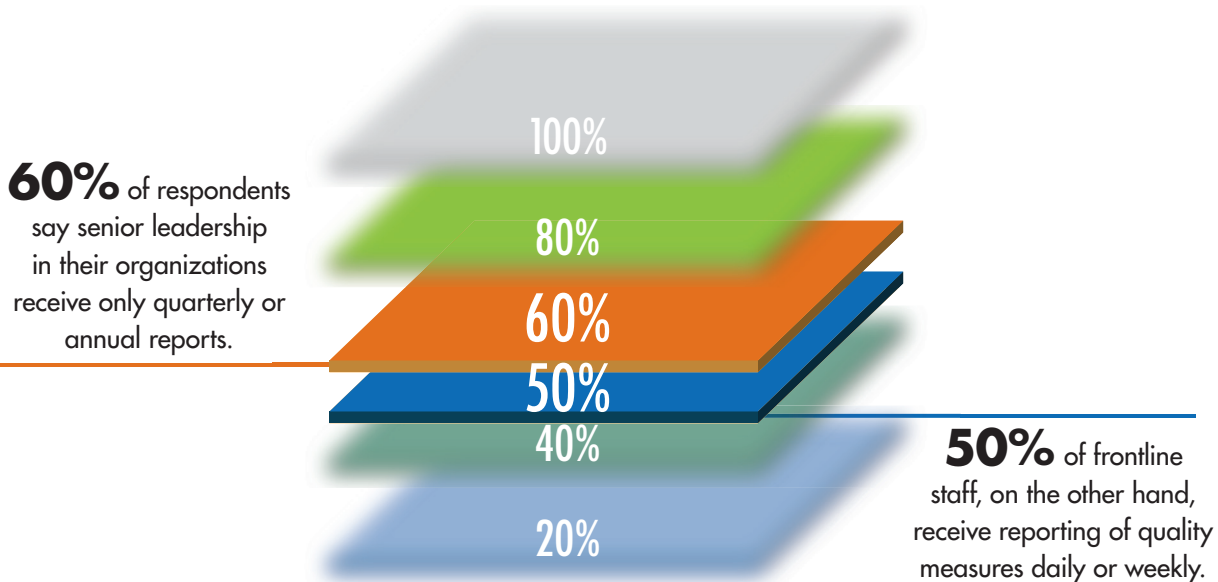
STANDARDIZED PROCESS

However organizations view quality, the existence of a standardized process for quality management can improve efficiency and compliance.

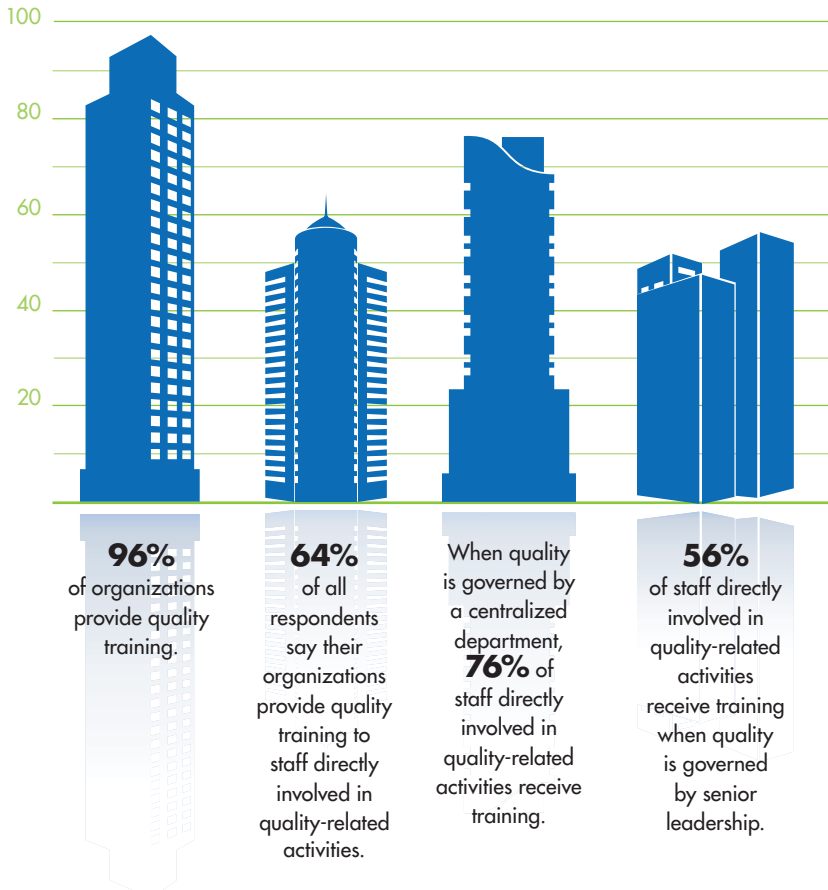


REPORTING

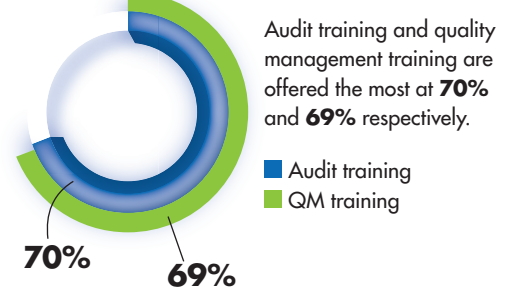
In addition to choosing a framework, organizations are faced with choosing to whom and how often to report on quality activities.



TRAINING

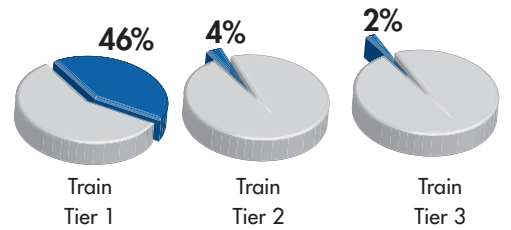


Type of training offered



Manufacturers train suppliers on their QM

46% of manufacturers train tier 1 suppliers; **4%** train tier 2; **2%** train tier 3



Quality measures are important not only to company leaders, but to frontline staff who stand to gain incentives if they meet quality goals.

INCENTIVES



CUSTOMER

In total, quality helps you provide better value and service to the customer. In fact, in many successful organizations, quality and customer are two concepts becoming one — the Customer™.

