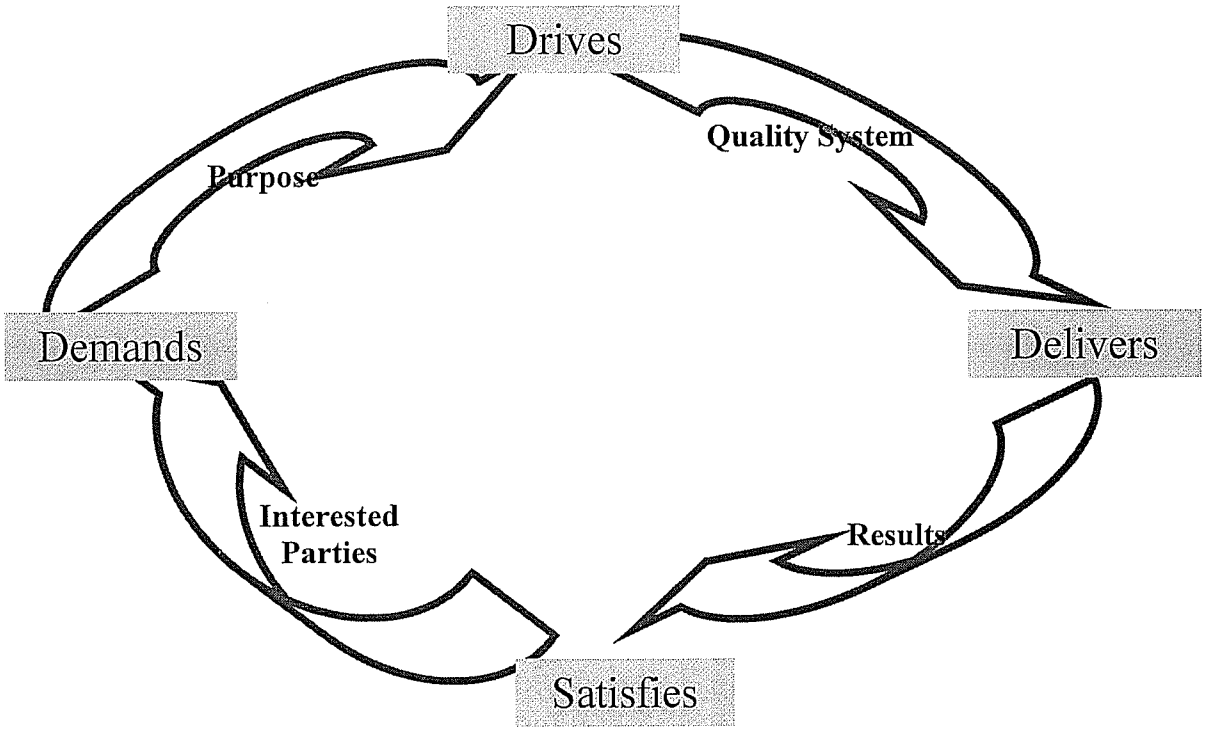

Drives
Quality System
Delivers
Results
Satisfies
Interested Parties
Demands
Purpose

Figure 1

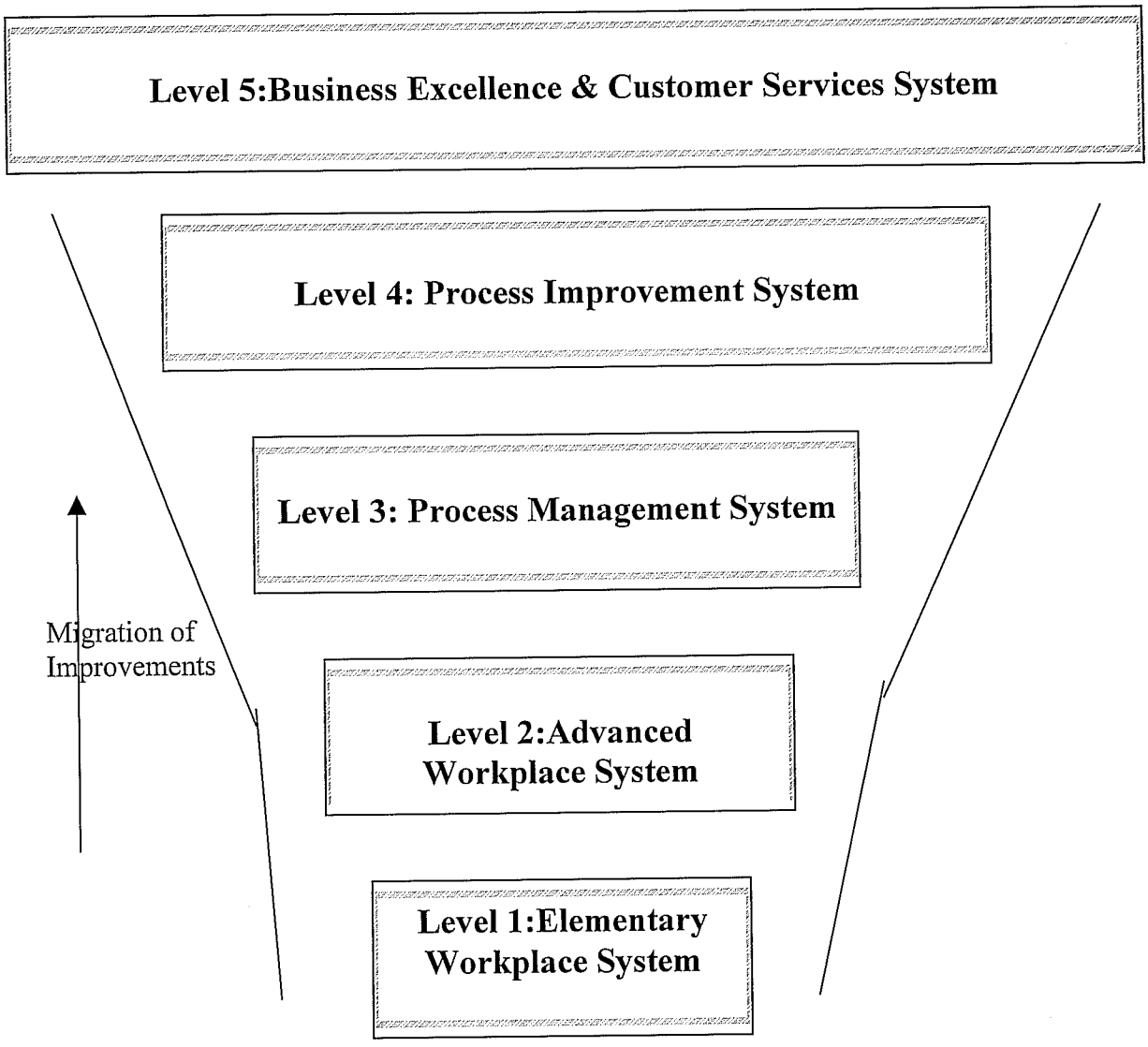

Level 5:Business Excellence & Customer Services System
Level 4: Process Improvement System
Level 3: Process Management System
Migration of Improvements
Level 2:Advanced Workplace System
Level 1:Elementary Workplace System

Figure 2

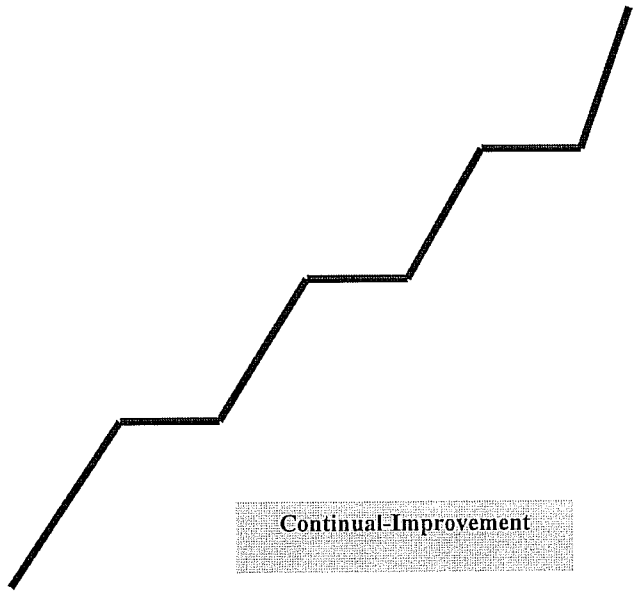


Figure 3

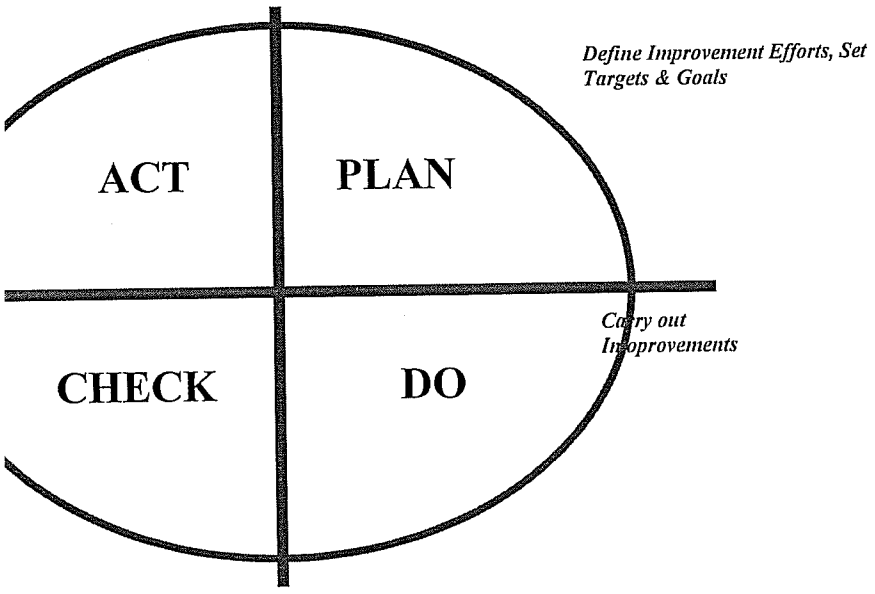


Figure 4A

Figure 4B

