Abstract

Method and system for improving quality in a service industry

The instant invention relates to a method and system for continual improvement in an organization. It classifies the stages of development of the organization into various levels, preferably five, in a hierarchy. At each level, a single or combination of some known quality methodologies, are applied so that the organization achieves a standard. The selection of the methodologies depends on the value of predetermined attributes at each level.

Figure 1