

Philosophy

The philosophy of our tqm.com network is based on the principles of Total Quality Management. TQM does not only happen in our brains, but also in all sectors of our tqm.com network. Every individual lives TQM and is committed to it, as every employee of a company must be committed to it to render excellence performance that finally leads to success. With the knowledge that we put at the participating partner's disposal, quality can be implemented and assured on a long-term basis.

Among the essential principals of the TQM philosophy are:

- *quality is geared to the customer,*
- *quality is achieved with the participation of all employees of all sectors and levels,*
- *quality comprehends multiple dimensions that must be operationalised by criteria,*
- *quality is no target, but a neverending process (Kaizen),*
- *quality is not only applicable to products but also to services,*
- *quality requires active action and must be worked out.*

According to the TQM–Total Quality Management notion, we live quality and understand it as our daily obligation, as principal attitude that influences our every activity and every process. It is our aim to infect you with our passion for TQM and to popularize it in the economy.