Organizing for Quality - A Case Study

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Quality is the ticket just to get into the game. And yet we think it will just appear naturally if we hire the right people. Some firms have established an organizational mechanism to drive quality, however, most organizations, especially those that are immature, are more likely to allow quality to be something that gets fixed just before the customer sees the end product.

There are several methods out there to help understand quality and offer guidance on how to remove waste (Lean), reduce defects (Six Sigma), and drive higher throughput (TOC). But how do you organize for quality? Do you go out and find a 'quality' guru to help you, or is there a smarter more strategic way?

Download this case study and learn about a framework for articulating the maturity of an organization when it comes to executing quality, and discover advice that can help you organize for quality.
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