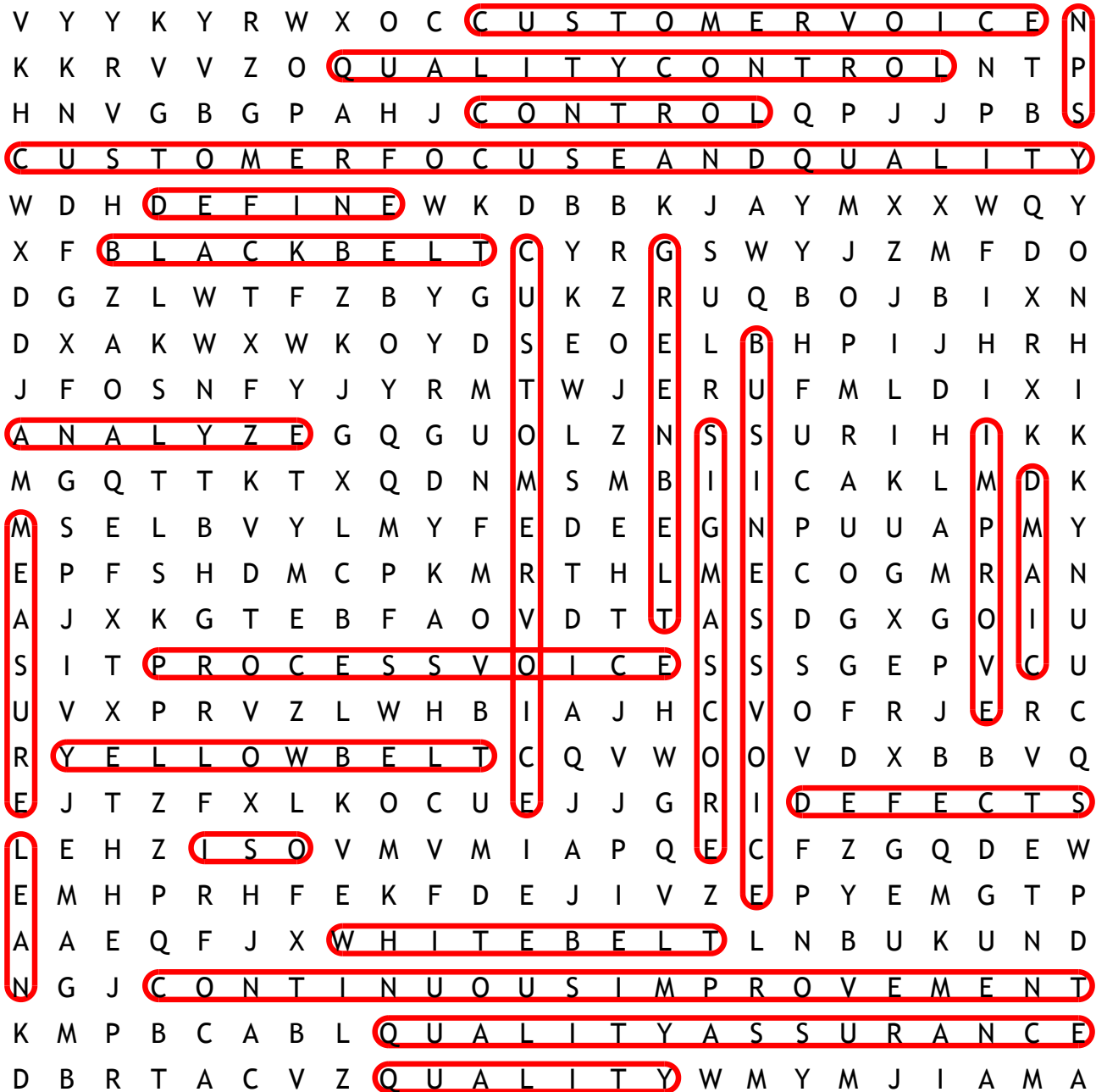


Name: _____

Date: _____

Quality Week



CUSTOMER FOCUS AND QUALITY

Quality Control
 CUSTOMER VOICE
 SIGMA SCORE
 WHITE BELT
 DEFECTS
 QUALITY
 LEAN

CONTINUOUS IMPROVEMENT

BUSINESS VOICE
 PROCESS VOICE
 BLACK BELT
 ANALYZE
 IMPROVE
 DEFINE
 ISO

Quality Assurance

Customer VOICE
 YELLOW BELT
 GREEN BELT
 CONTROL
 MEASURE
 DMAIC
 NPS