

Being part of an active, solution-orientation organisation requires a Total Quality Management philosophy, based on core values of customer focus, process improvement and staff empowerment. These core values and their practical implications need to be coordinated and managed by each staff member and appropriate (general) managers.

T.Q.M is the best of many available philosophies for running an organisation and is based on John Oakland's manufacturing approaching, which is totally applicable to any organisation in the public or private sectors.