Quality never stops...

Quality Week 2010 may be at an end but the focus on quality never stops. It’s too easy to slip back to “I guess we’ve just always done it that way” (see Monday’s post), even though that’s not necessarily the best approach.

Over the past week, we have shared some thoughts on quality with you... now it’s your turn.

**What is your definition of quality?**

Yesterday, industry leaders shared their thoughts on what quality means - do you agree with any of them in particular or want to add your own comments?

**What constitutes good communication?**

Earlier in the week, there were examples of poor communication between departments, which can ultimately place product and process integrity at risk. Do you have examples of poor communication or could you share stories about how this has been addressed?

**Have you changed “the way we’ve always done it”?**

It can be difficult to make changes to procedures and processes that have been in place for years... and ensure the changes are implemented! Have you ever had to change a system that has been around for a long time? What challenges did you face and how did you overcome them?

**How do you plan to keep the focus on quality over the next year?**

Now that Quality Week 2010 is over, how will you ensure that quality remains a foundation of your business throughout 2011? Please share any ideas and best practices that might be of interest or benefit to others.

Please send your responses to the above questions and any feedback on PRI’s celebration of World Quality Week to http://survey.constantcontact.com/survey/a07e343iqk8qq51esj2/start