



# The Blake Group

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October 2016

## Is Quality Dead?

What happened to all the things that people like Deming, Juran, Crosby, Ishikawa and others taught back in the 80's and 90's. In many ways, it's almost like the "Quality Movement" didn't happen at all. In my research of asking people over the past five years, the most frequent response has been, "Lack of management support" followed by "Lack of adequate resources and user requirements."

Has the quality message been lost in American businesses? Do businesses not see that higher quality is a way to distinguish themselves from the competition and gain higher profits and loyal customers?

# Quality

Is there hope for quality and what is the importance of Return on Quality (ROQ)?

What does quality do and what two factors demand that we change the way we do business?

Read my full article for answers to these questions and more. Send me your questions and your feedback on this important topic.

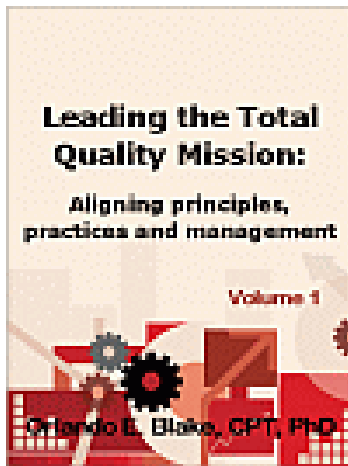
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### FREE ASSESSMENT

**How well is your organization at creating work? Are jobs designed in a way that helps people works in conditions of job enrichment?**

[Click here](#) and use the Work Itself Inventory to help you find out.

### FEATURE BOOK



## Leading the Total Quality Mission: Aligning Principles, Practices and Management Volume 1

By: Orlando E. Blake PhD CPT

This book and its companion, Leading the Total Quality Mission: Building capability and commitment, Volume 2, are a composite set of implementable concepts, ideas, and techniques that the quality leader of today may put into practice to improve organizational and individual performance.

[Order My Book](#)

### TESTIMONIAL

**"It is the commitment and dedication of individuals, such as Dr. Blake, that contribute to the overall success of the program."**

*- Julie Bronson, ADR Administrator, Los Angeles Superior Court*

For any questions related to your business, please contact me. I would be happy to learn more about your organization.

Sincerely,

***Orlando E. Blake, PhD, CPT***

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