

ARTICLES SPOTLIGHT

FOR MEMBERS

We Thought You Would Find These Articles Interesting . . .

Purpose: Save members time and keep them up to date on interesting articles.

• **Why Quality Programs Fail – And What to Do About It** BCG says most companies need to tackle three challenges: ensuring that quality follows strategy, managing to inspire quality-creating behaviors and addressing the matrix issue. Learn more.

[Click to Read Full Article](#)

• **Choose Wisely: How to Select the Right Metrics to Ensure Process Improvement Success** You can't improve a process until you know what's wrong and the right metrics are the key levers that make improvement quantifiable. Read real-life examples.

[Click to Read Full Article](#)

• **Trap Best Practices, Stop Mistakes and Errors** To get the most value from a business quality system, make use of its capability to hold and distribute corporate knowledge and experience. Learn how.

[Click to Read Full Article](#)

• **The Dilbert Syndrome: Ways Managers can Cure Survey Cynicism among Employees** Employees' opinions about top management are ever relevant for quality managers. Here's guidance on how to deliver bad news to leaders and foster a productive response.

[Click to Read Full Article](#)

• **Responsiveness: The Key to all that is Good in Business** Learn how one company always makes sure its customers are satisfied, no matter what has been going on behind the scenes.

[Click to Read Full Article](#)

• **Alternative Approaches to Product Safety Testing** This article offers four alternatives to the more traditional approach of using an independent third-party test house. Discover whether any of them could save you time or money.

[Click to Read Full Article](#)