

Burnt Toast

Who is Adjusting the Settings?



Burnt Toast

- What is it?
- What causes it?
- Who is responsible for it?
 - Cause
 - Consequence



Defining Quality

- Character with respect to fineness, or grade of excellence (Dictionary.com)
- The degree of excellence which a thing possesses (Webster's New World Dictionary 4th ed.)



Defining Quality

- The definition of quality is dependent on several factors:
 - Who is defining it
 - When it is being defined
 - What quality is being defined for
- When does quality start?



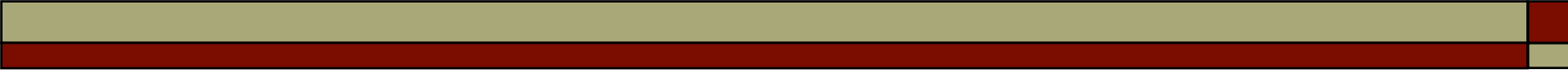
Who is setting the toaster?

Why should you care about who is responsible for defining quality, and who is responsible for delivering quality?



Settings

- Why is clear communication important?
- What is the effective training important?
- How is retaining staff critical to making sure that a quality product exists?



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