



.QFD  
 .Tech. mapping  
 .Reliability Engg

**Q** -All products <100ppm  
 Six sigma initiatives  
**P** -Ekanban,Cycle time redn,  
 D-TIBCO(Supply chain)  
 Supplier Integration  
**M** -Self directed Work Teams

**Challenge  
 Japan  
 Quality Medal**

. NPO process  
 standardisation  
 . Zero defect  
 programme

. Concurrent  
 Engineering  
 . Structured  
 design review

Integation of  
 island cells to  
 Large Cell

Formation of  
 Product Units  
 with Task Force  
 Approach

Nagare Cells  
 Formation

SPF  
 Formation

Chief Executive  
 meeting Employees  
 in Small Groups

MUL operations  
 in India

ISO 14001  
 TS16949  
 JIT Grand Prix

Various  
 Customer  
 Awards

ZED  
 TOM  
 .DWM  
 .5S  
 .PFD/SWP  
 .TPM  
 .Poka Yoke

Material Flow  
 Management

TQM Journey

1963

1984

SGA

1993

1995

1997

1999

2001

2002

2003

2004

2006

2007

QS 9000