

Top This: How to Maintain Your Edge After Gaining a Quality Advantage
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Paper Abstract

Organizations sometimes aspire to become the leader in their industry on some performance category such as quality, safety, reliability, productivity, etc. Certain factors have been mentioned in the literature that are essential for an organization to reach a quality superiority position such as maintaining a customer focus, making data-based decisions, applying best practices, and developing improvement experts within the organization. However, it is not clear in the literature which factors help you preserve quality superiority once attained. The set of factors necessary to help you reach quality superiority is different than the set of factors necessary to help you preserve quality superiority. This paper introduces the perceived factors necessary for preserving quality superiority. The findings may be extended (with caution) to preserving quality at any level of performance and for preserving performance superiority on other performance categories.