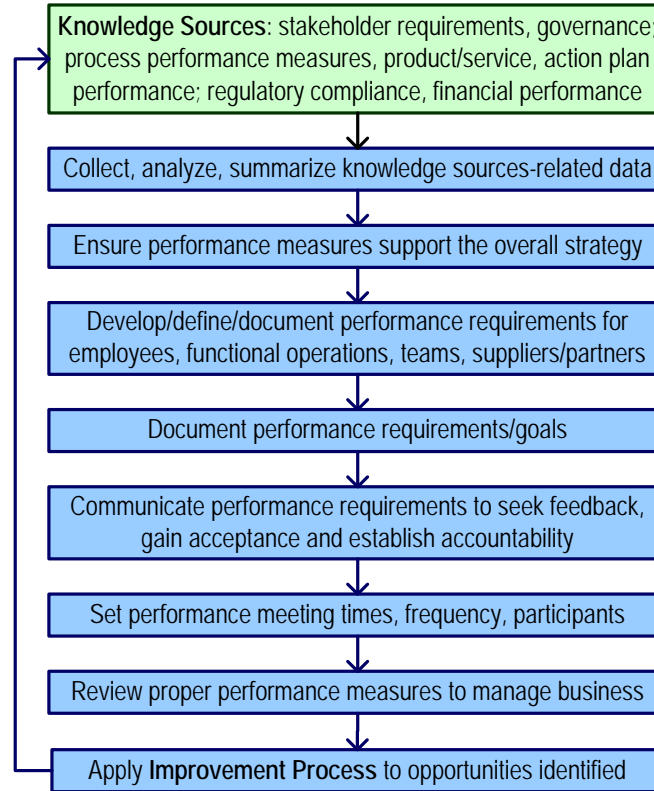


TOTAL BALDRIGE MANAGEMENT SYSTEM

Fig. 1.1b-_: Organizational Performance Management

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LEADERSHIP SYSTEM



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