

Figure 1.1a-_: Leadership-Driven Improvement Chronology

Year	Key Evolutionary Improvement Events	Senior Leader Sponsor
1991	Team Work (Quality Circles)	Dr. Ishakawa
1992	Annual Supplier Conference	K. I. Zen
1993	Customer Satisfaction Survey	J. D. Powers
1994	Organization Quality Goals	S. I. Gma
1995	Quality Improvement Teams	T. M. Work
1997	TQM Assessment	Dr. Juran
1998	Self-Directed Work Teams	T. M. Work
1999	TQM Implementation	Dr. Feigenbaum
2000	ISO Certification	I. Soh
2001	Benchmarking	I. M. Best
2003	Baldrige Assessment	C. Rye-Mann
2005	Process Reengineering	Ree N Gineering
2006	Governance System Upgrade	N. Ron

Replace exemplary information with information representative of your organization. [Blue](#) underlined words link to [other Templates](#), Results Charts, and [Best Practices](#).

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