[illegible] (Q. [illegible] – Outsourcing [illegible] "[illegible]" [illegible] (Empowerment) – [illegible]: TQM, [illegible] – Lean & Kaizen ([illegible]) Six Sigma, [illegible](Lean Sigma)[illegible] (Lean) [illegible] :[illegible] (value), [illegible] (value stream) [illegible] (flow),[illegible] (pull) [illegible] (perfection), [illegible]–Lean [illegible].[illegible]–Lean [illegible] "[illegible]" [illegible] Lean [illegible]–Lean [illegible].Sigma [illegible] Motorola [illegible]–Six Sigma [illegible] .1986 [illegible] Malcolm– Baldrige .National Quality Award[illegible] Six Sigma .[illegible] Six Sigma [illegible].[illegible] Six Sigma [illegible]–[illegible] 3.4–[illegible]/[illegible] Six Sigma [illegible] "[illegible]" [illegible].[illegible] Six Sigma [illegible]–GE [illegible] Six Sigma [illegible]: SONY, Toshiba Federal Express, [illegible].[illegible]– Kaizen [illegible] Kaizen [illegible],[illegible]. Kaizen [illegible] Lean. [illegible].[illegible]–Kaizen [illegible]

[illegible] (Strategic Audit). [illegible] (Lean / Kaizen / Six Sigma [illegible]