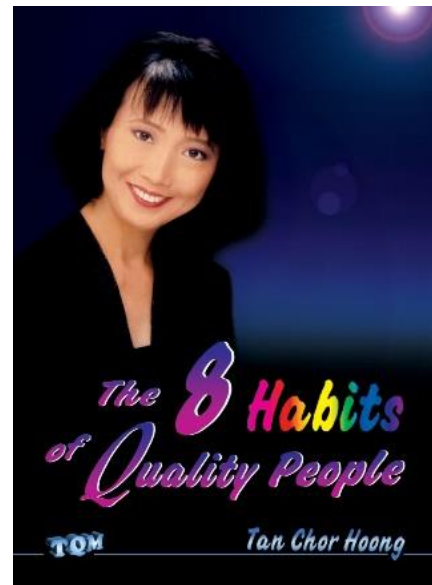


The 8 Habits of Quality People

[The 8 Habits of Quality People](#) is about the making of Quality people. The key word in this title is Quality. Hence, to appreciate the theme of the book, it is necessary to first understand the meaning of the cliché “Quality”.

So, first of all, what is Quality?

To a lay person, Quality is a hazy notion, an airy-fairy thing that’s difficult to nail down to specifics! Most people will be tongue-tied when asked to **define** Quality. They will have something to say; but, different people may have different perspectives, different ideas about quality ... Some think quality is synonymous with perfection ... Yet others equate quality with value, classiness or luxury. By this notion, a luxury car is of higher quality than an economy or compact model. Is this the true meaning of Quality?



A fun exercise to understand the meaning of Quality that I usually challenge my participants with is to define or describe Quality in 3 words, then, in two and finally, in just one word. And, the model answers for this exercise:

1. Meeting [customer](#) expectations
2. [Customer](#) satisfaction
3. [Customer](#)

Notice that the word “[customer](#)” appears in all 3 versions. So, in a nutshell, Quality has very much to do with customers; in fact, **everything** to do with customers. Quality Management is a way of conducting business that revolves around customers. It starts with understanding [customer](#) expectations and ends, hopefully, with [customer](#) satisfaction. Is Quality Management an art or a science?

Since the ultimate purpose of Quality is customer satisfaction, it follows that Quality people are people whose mission in life is customer satisfaction; people whose actions and behavior are heavily if not totally guided by customer needs, requirements and expectations ... They smell, hear, eat, breathe, talk, do, see, serve and pamper customers. Wouldn’t such people be the dream employees of customer-centric, service-oriented organizations? The answer is an unequivocal YES! People are an organization’s most valuable resource. People make the culture. The people and the culture of an organization, in turn determine its success.

Therefore, in today’s increasingly competitive and service-oriented business environment, Quality people are hotly sought after! How can you make yourself a Quality person, and hence, a highly valued employee, a much sought-after worker? This is the question [8 Habits](#) sets out to answer.

For an individual to exhibit Quality at work, Quality must become a habit ... if it’s a habit, then you cannot rid yourself of it ... when you leave the workplace, it will follow you home. Yes, the quality we apply in the workplace can be applied at home; in fact, everywhere - on the roads, at the supermarket ... anywhere and everywhere ...

There’s a Chinese saying that goes : 取之于社会，用之于社会。 It means : Give back to society what you have taken from society. Indeed, whatever knowledge I have gained, whatever experience I have garnered from industry in the course of my work, I’d like to return to industry. I don’t want to take these with me when I leave this world.

[The 8 Habits of Quality People](#) is the crystallization of my industrial experience in the field of Quality Management ... It is my way to giving back to industry what I have gained from there ... Quality habits explored and implored in this publication include: positive thinking, thinking out of the box, objectivizing decision-making, managing macro objectives, the unrelenting pursuit of excellence and perfection, staying focused, getting organized for higher efficiency, cultivating a passionate disposition, maximizing leverage on the environment, and last but not least, inculcating a customer-centric mindset, practicing customer-number-oneness in every walk of life ...

Writing [8 Habits](#) was pretty much a process of unloading what had accumulated in the mind over my years in corporate early on in my career and later, from my consulting business. Surprisingly, contrary to what most people believe, this was the easy part of the publication process. The tedious and time-consuming part was the proof-reading! I must have proof-read it like about a dozen times ... and then, when printed, it was to find that there were still a small number of minor imperfections!

e-books is the future of the printed medium. So, moving from print to the e-medium was a natural progression and only a matter of time, as book shops here started closing down one by one. This is to be a blessing in disguise. Digital publication opens up a whole new world ... in the e-format, the reach is boundless, borderless - global, in short. It's awesome being able to share with the whole world. I am on the threshold of a brand new experience ... it is exciting, to say the least!

Chor Hoong
Author of [The 8 Habits of Quality People](#)
April 2016

Disclaimer:

The 8 Habits of Quality People is in no way whatsoever, associated with the famous work by Stephen R. Covey titled THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE and is neither endorsed / authorized by the said Stephen R. Covey nor by Franklin Covey Co., proprietor of the trade mark "THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE"