

Implementing Total Quality Leadership

Phase One *Process Management*

Course Workbook

Prepared by:
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(NAVLEADTRAU)
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Prepared for:
Chief of Naval Education and Training
Pensacola, FL

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LETTER OF PROMULGATION

1. This course, **Implementing Total Quality Leadership Phase One: Process Management**, CIN P-500-0002A, will be implemented throughout the Department of the Navy (DON). This revision supersedes and replaces the original version of the course, CIN P-500-0002.
2. The mission of this course is to provide TQL Coordinators the knowledge and skills to assist in Phase One of the implementation of Total Quality Leadership in DON commands. Applying total quality principles and methods will significantly improve the organizations' mission performance and readiness.
3. This DON course has undergone a major course revision since its last update of June 1994. As part of an ongoing process improvement effort, the course has been revised and updated to meet the evolving needs of the DON. This material is based on a course initially developed by the Office of Civilian Personnel Management, Norfolk, Virginia, as part of the DON's education and training curriculum in Total Quality Leadership.
4. Reviewed and approved.

R. O. ABSHIER
By direction

Acknowledgments

The Department of Navy (DON) course, Implementing Total Quality Leadership Phase One: *Process Management*, CIN: P-500-0002A, has undergone a major revision which began May 1995. Subject matter experts from Naval Leader Training Units Coronado and Little Creek were instrumental to the completion of this revision.

Paul Lombard and Michael D. Moreau from NLTU Little Creek served as Course Curriculum Model Managers during the revision and Bill Dodd, NLTU Coronado, served as Course Manager. Laurie O'Leary of the Office of the Under Secretary of the Navy, TQL Office, provided technical review. Special appreciation is extended to OSCS(SW) Ralph Stauffer, and RMCS(SW) Timothy W. Powers for their efforts in the revision.