

# Network Analysis: What Is It?

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## WHO IS THE CUSTOMER?

A customer can be defined as one who purchases or patronizes for the purpose of receiving the products or services.

Dr. W. Edward Deming stated "quality means anticipating the future needs of the customer. Customer satisfaction not increasingly profits, must be the primary goal of the organization. It is the most important consideration, because satisfied customers will lead to increase in profits."



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The formula for successful internal customer/supplier relationships varies. However, it always begins with people asking their internal customers three basic questions, as advanced by Labovitz.

- What do you need from me?
- What do you do with my output?
- Are there any gaps between what you need and what you get?



**Two Types of Customers:**

- **External customer** - exist outside the business organization and buys its products or services.
- **Internal customer** - Every person in a process is a customer of the previous operation. ( applies to design, manufacturing, sales, supplies etc.)

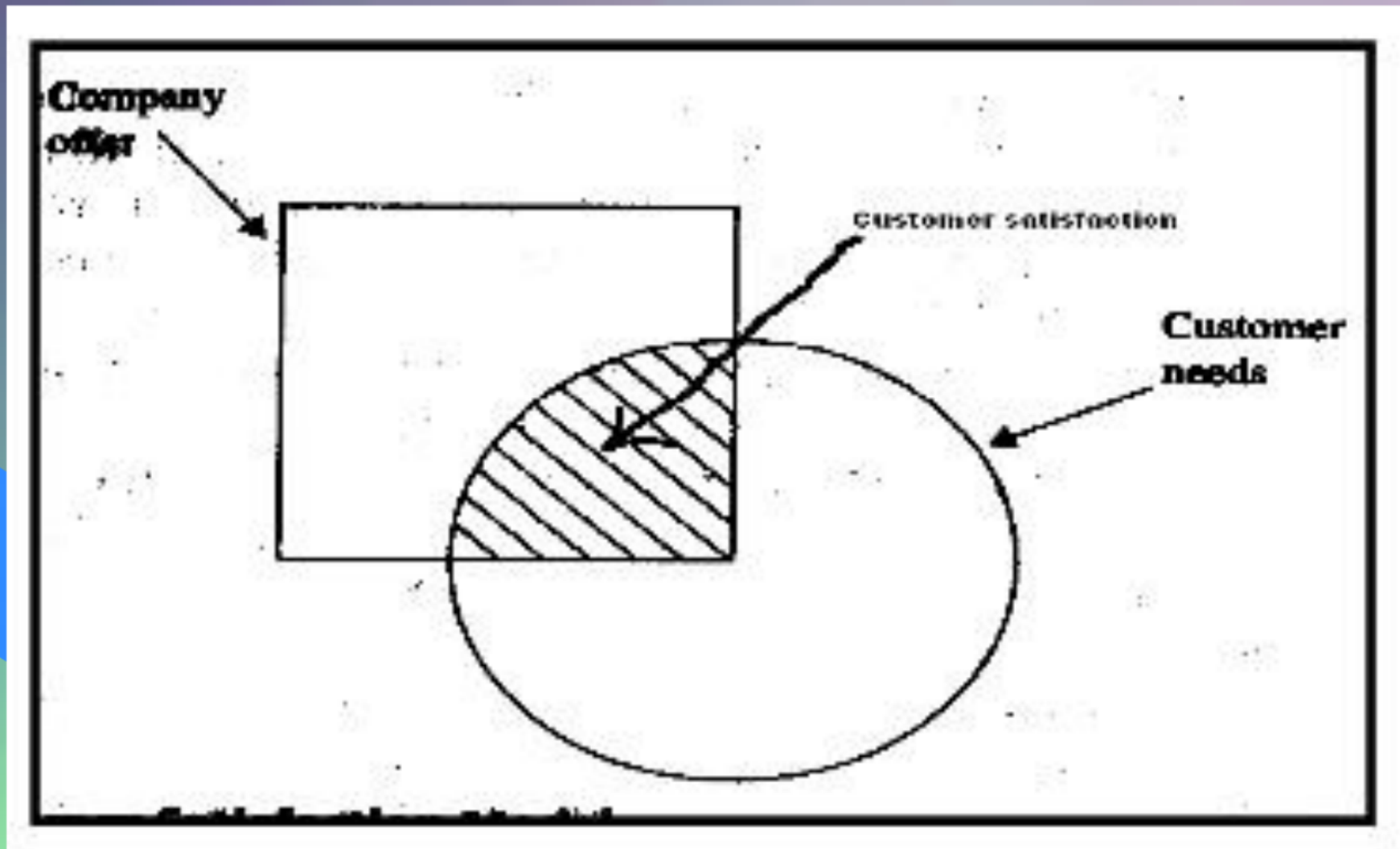
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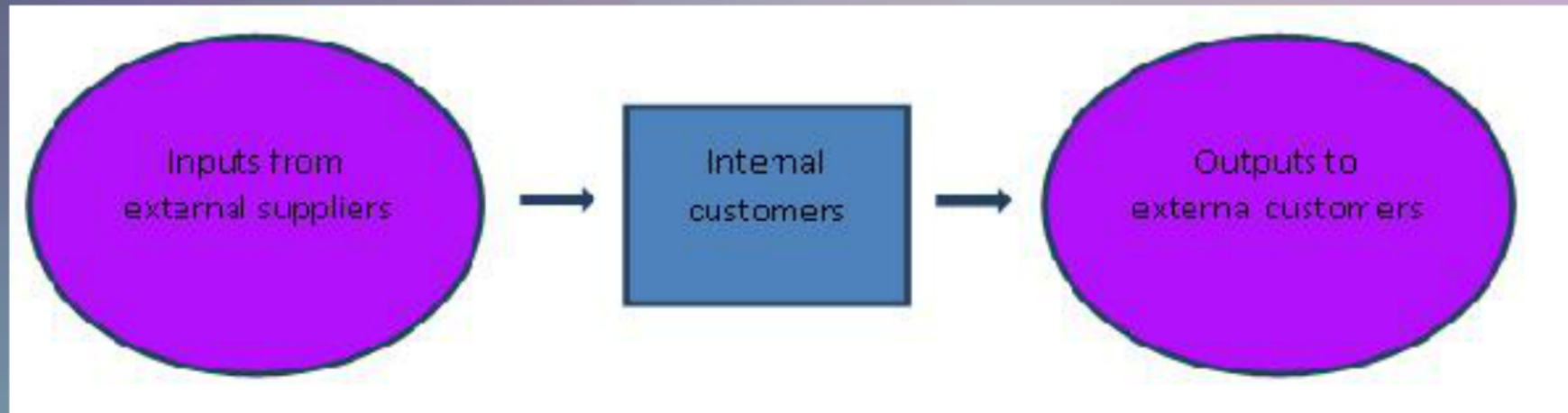
*Customer satisfaction can be best described by the Teboul Model.*



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*\* Customer/supplier chain, where every chain ends with an external customer and starts with an external supplier. Every employee throughout the organization is part of the chain of internal suppliers.*

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## ***CUSTOMER PERCEPTION OF TQM***

- Continuous Process Improvements – One of the fundamental philosophies of TQM.
- There is no acceptable quality level.
- Customer's needs, values or expectations are constantly changing and becoming more and more demanding.

Customer Perception of TQM

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