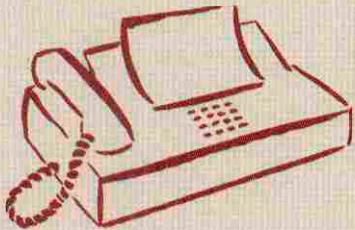


# FaxForum



## FaxForum Facts

**W**e want to know what you, our readers, think about the major issues in your field and the ways in which we at *Training & Development* can better address them.

FaxForum is our way of getting to know more about what really matters to you and sharing that with T&D readers around the world.

FaxForum isn't meant to be scientific. It's a sampling of opinion—a finger in the wind. Each month, we publish the responses to previous FaxForums, plus some informal analysis and commentary, on the back of this page. But right now, you can influence the content of upcoming FaxForums.

Please take a moment to jot down any questions you'd like to see answered in FaxForum.

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\_\_\_\_\_  
\_\_\_\_\_

Thank you.

## How To Respond

Fax the completed page to Ryann Ellis at 703/683-9203.

Or mail to FaxForum, *Training & Development*, ASTD, 1640 King Street, Box 1443, Alexandria, VA 22313-2043.

## Is Quality Dead?

Or is news of its demise greatly exaggerated? We're not hearing so much about total-quality management lately. Is it still thriving? Has it gone the way of T-groups and MBO? Or has it been reincarnated as reengineering or business-process redesign?

1. Is TQM a fad?

Yes  No

Why or why not? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Does your organization (or organizations you work with) have a formal TQM initiative in place?

Yes  No

3. If yes, is the initiative producing results, in your opinion? Explain.

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. What percent of your time do you spend doing TQM training or consulting, or working on other TQM-related activities? \_\_\_\_\_

5. In the past year, has that amount of time (choose one):

increased  
 decreased  
 remained the same

6. What is the single most important factor in making TQM work?

clear vision and purpose  
 training for new roles  
 management commitment  
 an organizational culture that supports it  
 other (describe) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. What do you think are the biggest mistakes organizations make when they institute TQM?

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Optional:

Name \_\_\_\_\_

Organization \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Telephone # \_\_\_\_\_

Fax # \_\_\_\_\_