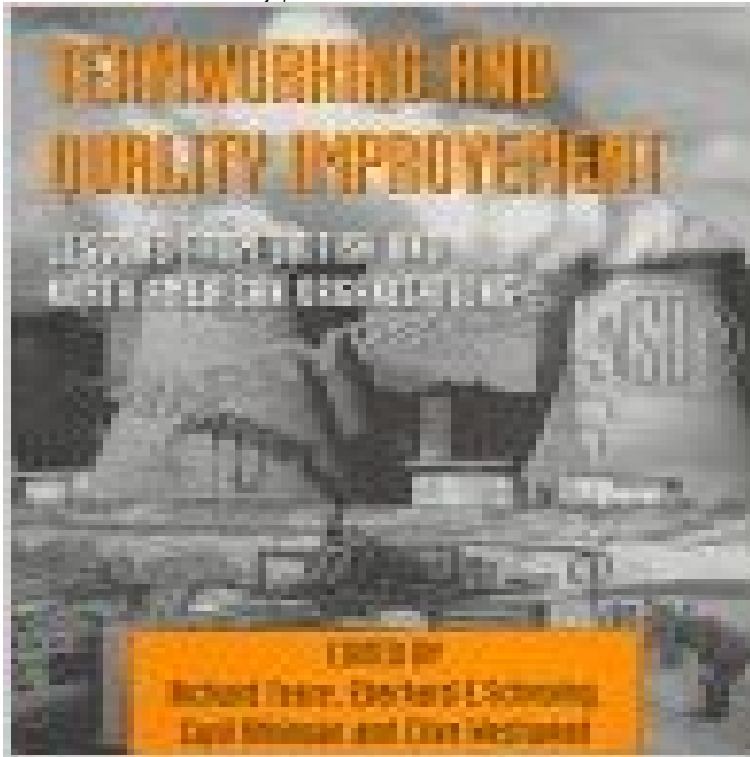


Teamworking and Quality Improvement: Lessons from British and North American Organizations



This work draws on examples of teamworking, quality improvement and innovation from 14 British and North American organizations. The 12 UK organizations were national finalists in the 1995 Michelin and Perkins Awards organized by the National Society for Quality through Teamwork (NSQT). The two American companies are global industry leaders which have won or have qualified for the Malcolm Baldrige National Quality Award.

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