

Chapter 12 Organizing for Quality	301
Learning Objectives.....	301
Key Words.....	302
12.1 Quality Management System.....	303
12.2 Quality Management Plan.....	311
12.3 A Hospitable Environment.....	315
Conclusion.....	319
For Discussion.....	320
Websites	322
Certification Information for Quality Support Professionals.....	321
References	323
Glossary	327
Index	343
About the Author	359