



Management Leadership

DATED JAN 15, 1987

IMPROVE PRODUCT AND SERVICES QUALITY ••••

Ten times by 1989 and at least 100 fold by 1991

Achieve SIX SIGMA CAPABILITY by 1992

With a deep sense of urgency, spread dedication to every facet of the corporation and achieve a culture of continual improvement to ASSURE TOTAL CUSTOMER SATISFACTION. There is only one ultimate goal: zero defects - in everything we do.

Signed: *MOTOROLA EXECUTIVE COMMITTEE*