



# LEADERSHIP AND PROBLEM SOLVING

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**Suresh Lulla**

FOUNDER, QIMPRO FOUNDATION

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**MONEY**

**MONEY**

**LEADERS**

**BI-LINGUAL**

**BI-LINGUAL**

**MIDDLE  
MANAGEMENT**

**THINGS**

**WORKFORCE**

**THINGS**

# The Iceberg of Cost Of Poor Quality (COPQ)



Hidden  
**15-25%**  
of Total  
Cost

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