

- **Continuous Improvement**—the ongoing efforts within a company to meet the needs and exceed the expectations of customers by changing the way work is performed so that products and services are delivered better, faster and at less cost than in the past.
- **Incremental Improvements**—activities designed to enhance or streamline current work processes with a company, department, or work area, resulting in limited but steady gains in quality, speed, and/or savings.
- **Breakthrough Improvements**—the achievement of previously unattainable savings in cost of doing business through the reduction of defects on an unprecedented scale.