

## WHY QUALITY MATTERS

Today's business successes and even business survival means constant evolution and change, and Quality initiatives are an essential part of this evolutionary and sometimes revolutionary process.

The very successful author of "**Awesomely Simple**", turning ideas into actions John Spence wrote in a recent blog that Meetings do NOT = Results

He suggests that you answer these 10 key questions to ensure effective execution (before you engage with any business excellence consultant):-

1. Do we have an extremely clear and vivid vision for exactly what the desired outcome is?
2. Have we identified clear, specific, measurable, quantifiable goals and objectives that will specifically indicate that the appropriate progress is being made?
3. Have we assigned clear responsibility to one individual or a specific team that absolutely understands that they will be held accountable for achieving the desired results?
4. Have specific and firm deadlines been created and communicated to ensure that everyone knows exactly what is due and when it is due?
5. Does the individual/team have all of the resources, time, support, equipment, training, budget... and AUTHORITY to deliver the desired results?
6. Is there a process for tracking and sharing ALL of the critical data and specific performance measurements to all involved parties as the project moves forward?
7. Is there a process for ensuring that achieving the desired results for this project are part of every meeting, on every agenda, and are discussed often to ensure that achieving the goals and objectives are on "top of mind" at all times?
8. Is there a clear reward / penalty system in place so that the person or people who are being held accountable for delivering the desired results clearly understand what is at stake?
9. Is there an individual or team who clearly understands that they are accountable for holding the person or team that is supposed to do this project accountable. In other words, if the project begins to slip, who specifically has the authority to step in and get things back on track?
10. Is there a system in place to review the success or failure of the project after it is finished, so that the organization can learn from their triumphs or mistakes and use those lessons to improve their ability to execute with discipline on the next critical project?

The list above is by no means complete, but if you can go down all 10 of these items and answer "Yes" with great confidence, then you can be pretty sure that you are doing a good job of creating the circumstances necessary for high levels of accountability and effective execution within your organisation.

If you have answered "YES" then why not open up your doors and seek external validation of the high standards you operate too?

The Q Mark for Quality Management systems is the bedrock framework for organisations to overlay their

own business processes to ensure that their own organisations uniqueness in terms of its products, strategy, and culture and management style is captured. It is only by recognising this uniqueness and creating an assessment report that deals with the totality of the business can you be confident that your unique quality initiatives provide the support that it was intended to give.

A quality organisation can be simply broken down into four main components:

- Motivated people
- Efficient Systems
- Leadership and effective communications
- Customer Experience

... and here in EIQA we always look for the FIFTH component "**results**"! (Sadly there are many examples of poorly designed programmes that have failed to bring about the desired results!) but the **Q Mark for Quality Management Systems** has stood the test of time since the original launch in **1982** and consistently assists **clients achieve their desired results.**

The Q Mark suite of programmes are based on the principals of continuous improvement and many thousands of customers have enjoyed the benefits of the independent feedback from the team of experienced assessors.

The assessment report will provide a focused set of recommendations to ensure that your organisation improves year on year. Your organisational and operational strengths will be identified along with any examples of **EXCELLENT PERFORMANCE** (these are areas that other organisations could learn from) and areas for improvement identified will require actions for improvement that will deliver **real benefits!**

So if you want to give your business the competitive edge contact EIQA the custodians of the Q Mark on [www.eiqa.com](http://www.eiqa.com) or 01 6604100      01 6604100      for further information on how to lead your team to the top of the Q!

***...Because Quality Matters***