



## How Does your Organization Demonstrate a Commitment to Quality?

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A focus on quality can determine your future, the future of your employees and ultimately the future of your organization. If you are not focusing on quality each day, how do you know that it is being incorporated in your team's performance? Unfortunately, it has become common place to adopt as a default reaction to quality with "everyone makes mistakes". This establishes an expectation that the highest level of quality isn't necessary and that "the best that you can" is sufficient. A successful organization cannot operate to peak performance under these circumstances. As an organization, from the top to the bottom, **there must be a focus on striving for exceptional quality in service and production.**

### What to consider when establishing a Quality Management Program

Understanding that 100% quality must be the measuring stick that all areas and processes should strive to achieve will provide consistent visibility as inefficiencies and lack of accountability are discovered. The first step in establishing a plan is to spend time understanding the existing level of quality being produced and identifying the reoccurring incidents related to quality.

- a. **How are quality issues documented/managed today?**
- b. **How many errors/defects per items have occurred each day/week/month?**
- c. **What types of errors/defects have occurred each day/week/month?**
- d. **What staff has been involved in/responsible for each occurrence?**

Identifying the areas for improvement will then lead to establishing written procedures, working with your team, to include specific quality control measures to eliminate the identified issues within the process. There must be a process in place to validate the improvement and record the continuing issues. Again, this must include your team to further develop a commitment to quality. As you begin to measure quality it is of the utmost importance to communicate the results with all staff involved in the process, addressing failures and celebrating success. Utilizing a whiteboard to record performance is a visual reminder each day of the expectations and should foster a desire to demonstrate improvement from the staff being measured. Regardless of the method you chose, it is imperative to communicate each day with all staff involved what the expectations are for quality, what measurement is being applied and how the area is performing against the measurements.

### Maintaining a Quality Management Program

As you progress in the process of implementing your program, you must prepare your team for the consequences and rewards that will accompany a strong program. They must be fully invested in the success of the program as their performance ultimately determines its success. Managers cannot take a casual approach in maintaining the program or the same inconsistencies and lukewarm approach to quality will be further imbedded in the culture of your organization.

OMG has demonstrated tremendous success in implementing Quality Management within our sites, significantly improving performance and quality. Our Methodology is applicable to a number of industries and services. **Call us today to discuss how we can help you develop and implemented a Quality Management Program!**