

Quality principles are simply business principles.



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Quality principles are simply business principles.

There is a shift away from using the word quality and I agree.

When we talk about quality it can alienate people, it's hard to define and if your job has the word quality in it, then people will expect you to "do" quality whilst they focus on the real work.

What if we talk about business systems rather than quality systems?

I imagine we would get:

- ✓ More buy-in from support services and the executive
- ✓ Quantifiable measurable indicators
- ✓ Integrated accountability
- ✓ Priority for resourcing systems

In my book DECIDE | DESIGN | DELEGATE I talk about six quality principles which are simply business systems.

- Audit
- Improvement
- Communication
- Risk
- Document Control
- Reporting

Are these considered business systems or quality work in your organisation?

Audit

Internal audit is simply the process of reviewing what you do.

Sometimes we overcomplicate it with extensive planning and lengthy reports.

KEEP IT SIMPLE

Internal audit is very different from a certification audit.

Internal audit is proactive - you decide what to review and when, with a focus on being better.

External audit is reactive – they decide what to review and when, with the focus on being compliant.

Internal audit, when done well is one of your best risk controls.

Internal audit when done well will quickly highlight any risks and opportunities.

If you would like to know more about how to do internal audit well you can access a copy of my whitepaper on building sustainable, free internal audit processes [here](#).

Improvement

Quality improvement is basically about getting better, being or doing better than you are right now.

This can be an internal measure of your own improvement or an external measure of how you benchmark against other people in your field.

Improvement is a journey; you can think of it as a ladder with the bottom rung being okay, standard, complaint and you as an organisation working your way up to being a quality champion where you exceed your customers' expectations every time.

The key thing about quality improvement is that no matter where you start on the ladder you should always be aiming to move up.

It's okay to start at compliance but not so great if that's where you stay.

How do you foster quality?

Make sure people at every level and in every department are looking for more, questioning the way you do things right now and looking for better.

Give people the opportunity to tell you when things aren't working and don't be afraid of criticism or negative feedback.

What mechanisms do you have for people to talk about how things can be done better?

Struggling to get people talking about quality?

Email me about a free copy of my book DECIDE | DESIGN | DELEGATE to share around and get the conversations started.

Communication

I recently did a blog series about communication and how important it is for quality in your business. I talked about being clear about the **who, how, why, when and what** of your communication.

WHO- do you want to communicate with

HOW - can you best communicate your information

WHY - do you want to communicate

WHEN - is the best time to communicate

WHAT - do you want to communicate

For quality communication don't leave it to chance.

If you didn't receive a copy of my last newsletter check your emails or you can access a copy [here](#).

Risk

Risk management is something that should run through everything you do.

Risk is about the decisions you make, either on a large scale for the organisation or smaller scale for everyone.

Everyone thinks about and manages risk differently which can make life in larger organisations interesting.

The risk appetite of the Board, Leaders or Founders often determines the decisions that get made.

A leadership team with a high tolerance for risk may encourage growth and change, a more risk-averse leadership team may decide to stick with what they know.

This can be felt by the team and you might observe that people feel unsafe and unheard in times of change or bored when things move too slowly.

Knowing your tolerance for risk and understanding your customer's tolerance can help keep the organisation on track but also help you move outside of your comfort zone.

Imagine I gave you \$100,000. What would you do with it? Would you invest in high-risk shares, buy the dream car, or place it in a low return but reliable savings plan?

Maybe a combination of all?

Having a healthy risk focus is key to driving quality.

Document Control

Document control is about managing information in your organisation. This can be policies and procedures, work instructions, forms, client records, meeting minutes anything that you need to do the work you do or anything you generate from doing your work.

There are a couple of reasons this is so important:

- So that people can access up to date information about how to do their job and
- So that you have written evidence of the work you do.

There is a high cost for organisations where people can't access information **quickly** so make sure your document framework is like baby bears porridge, just right. If you have too many procedures, the good stuff will be lost, too little and people won't have enough information to do their work.

If you're struggling with an out of date procedure framework email me and I can send you a VIDEO outlining how to review your document framework the easy way.

Reporting

Reporting is something that can be done really well or really badly. Good quality reporting assists good quality outcomes so as a quality principle it is key.

It can, however, be very resource-intensive if done badly. I have seen teams where people spend 80% of their time compiling reports and sometimes you have to wonder who is reading them.

One of the biggest complaints I hear from unhappy teams is the lack of accountability and this can usually be linked to poor reporting processes.

So how do people know what to report, and where, and when?

What data do you want to collect and what will you do with it once you have collected it?

Are there report templates that ensure a consistent approach?

Are there terms of reference for meetings that outline which reports go where?

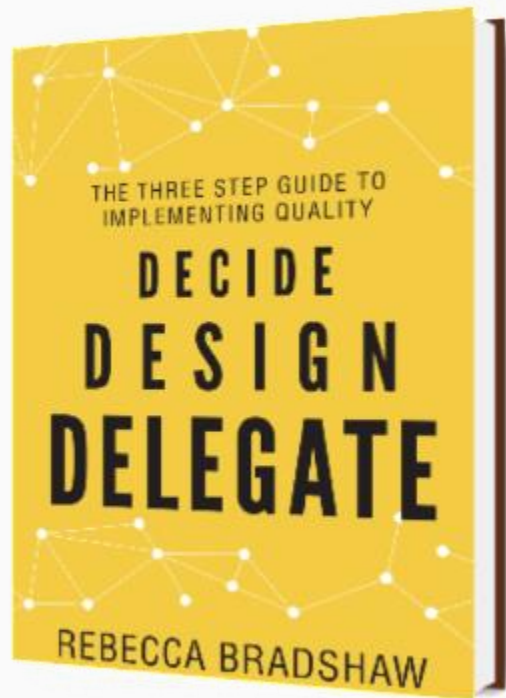
Reporting is fundamentally a type of communication – it's about someone wanting to know something and providing them with that information in a formal way, usually with some data or statistics, something measurable that can over time be compared to see whether there are trends and whether these trends are getting better or worse.

When reporting is done well delegation is easier, accountability is more transparent and measuring quality is part of business as usual.

If you would like a free PDF of my book, simply reply to this email.

If you know any quality managers or people in organisations who would like a free copy please feel free to forward this newsletter.

If you would like to talk to me personally you can email me at bek@rebeccabradshaw.com.au or call me on 0403857054u



The perfect book for any quality manager or executive team struggling to understand what quality can mean for them.

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Connect with Rebecca:

If you are interested in working in an efficient customer focused business, here are a few ways I can help:

1. **Download a free chapter of my book** [\[HERE\]](#)
Get a sample of **DECIDE | DESIGN | DELEGATE** the three-step guide to implementing a quality system.
2. **Ask me about attending the "Quality Networking Group"**
Come for a **FREE** session and meet the tribe. [\[More info here\]](#)
3. **Work with me**
If you would like to work directly with me to build an efficient enterprise reply with **#Managership** and we can arrange a time to have a chat about what you need
4. **Connect**
www.rebeccabradshaw.com.au
[0403 857 054](tel:0403857054) Mobile:
Email: bek@rebeccabradshaw.com.au



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