

**QUALITY MANAGEMENT: A COMPLIANCE
MATTER OR QUALITY MANAGEMENT?**

Kyriacos Kokkinos
Executive Director
IBM Europe

Χορηγοί:



Διοργανωτής:



Μέλος:



What is quality management all about?

Managing all aspects of the organization in order to excel in all dimensions that are important to “customers”

Two aspects of quality:

- features: more features that meet customer needs = higher quality
- freedom from trouble: fewer defects = higher quality

.... BUT is much more than that:

‘Quality is not an act ... it’s a habit’ Aristotle

"Quality is doing the right thing when no one is looking." - Henry Ford

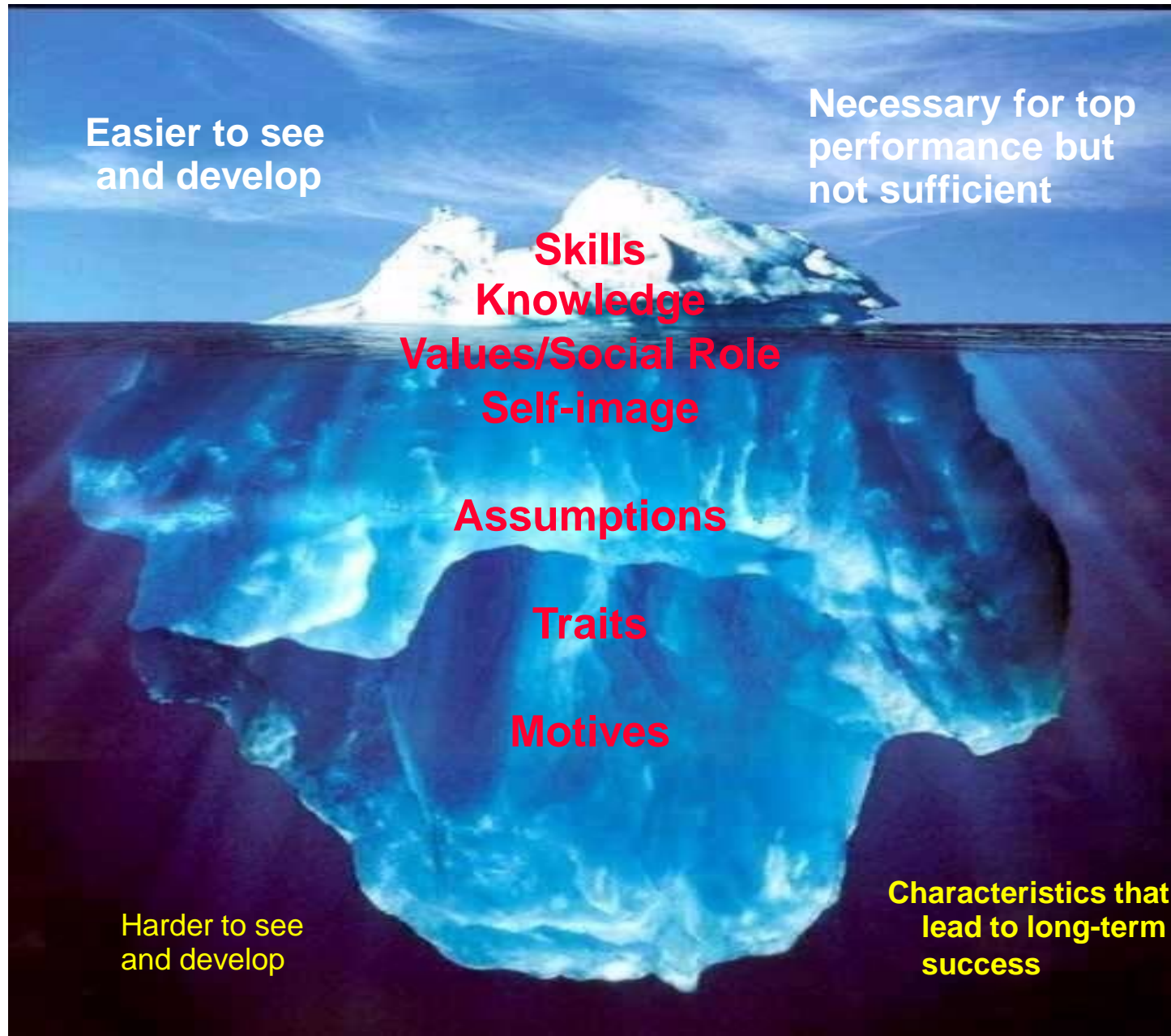
Total Quality Management TQM

TQM is a management philosophy:

- continuous improvement
- leadership development
- partnership development



Quality Eminence and “competencies”

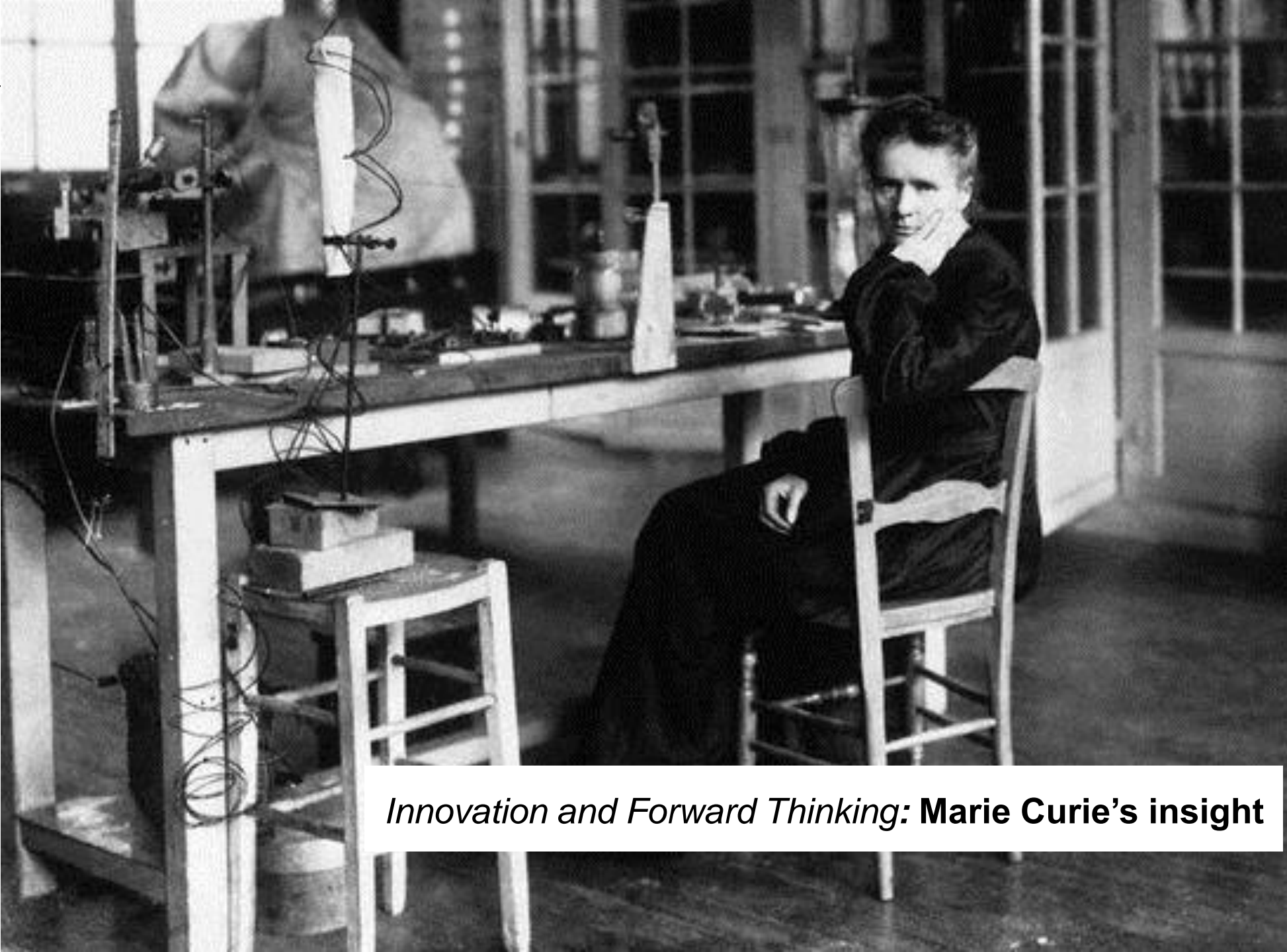


Vision and Strategy: Steve Jobs' ethos



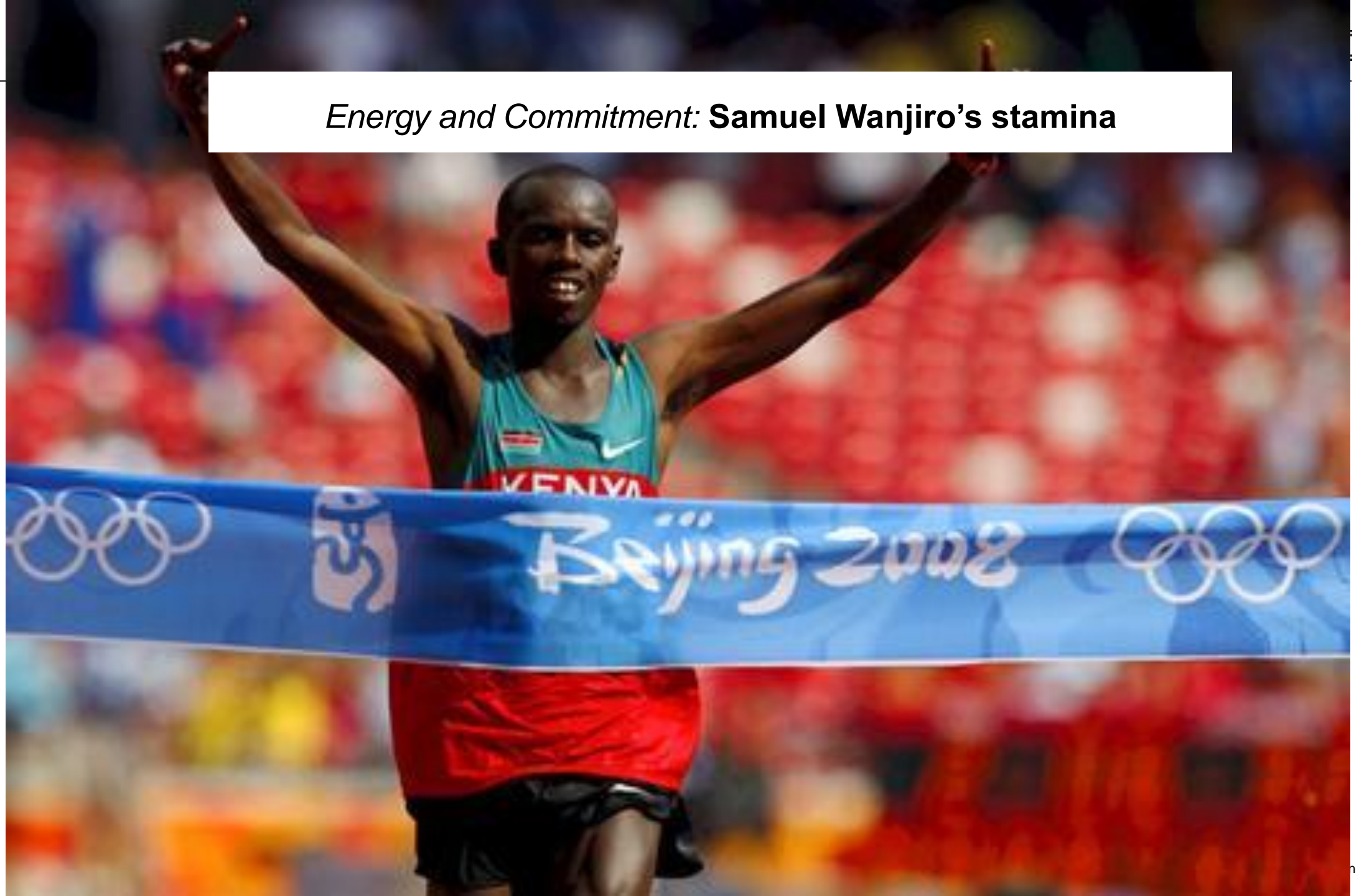
“Game” Plan and Management System: Jose Mourinho’s rigour





Innovation and Forward Thinking: Marie Curie's insight

Energy and Commitment: Samuel Wanjiro's stamina



Belief and Communication: **Martin Luther King's oratory**





Charisma and Audacity: Che Guevara's bravery

To re-balance control with openness, CEOs are focused on values, collaboration and mission

Organizational attributes to engage employees



“Values are a fundamental element of what we are. It is important for employees to see the company values as a reflection of their own values.
Values are at the core of the social contract between the company and the employee.”

Wichian Mektrakarn, CEO, AIS

Source: Q18 “What are the most important organizational attributes to engage employees?”

So, how do you empower employees through openness?



1. Replace rulebooks with shared beliefs

- Confront cultural reality
- Build values employees will live out
- **Recalibrate controls**

2. Build future-proof employees

- **Create unconventional teams**
- Concentrate on experiential learning
- Empower high-value employee networks

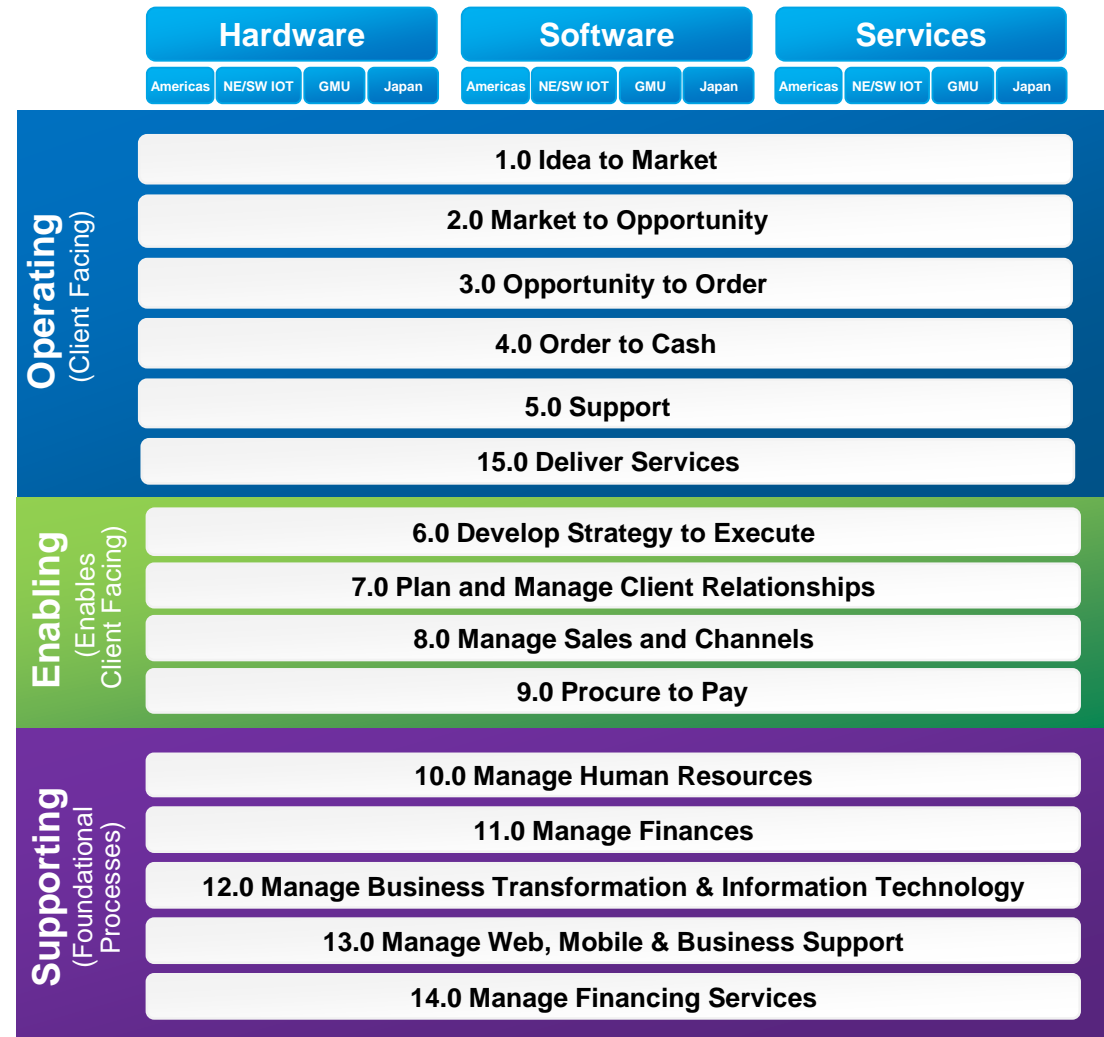
3. Provide the means to collaborate at scale

- Pursue social collaboration technologies
- Devise incentives that foster collaboration
- Re-imagine employee “suggestion box”

IBM's Enterprise Process Framework (EPF) provides a common taxonomy and foundation for process transformation and Quality management

EPF Overview

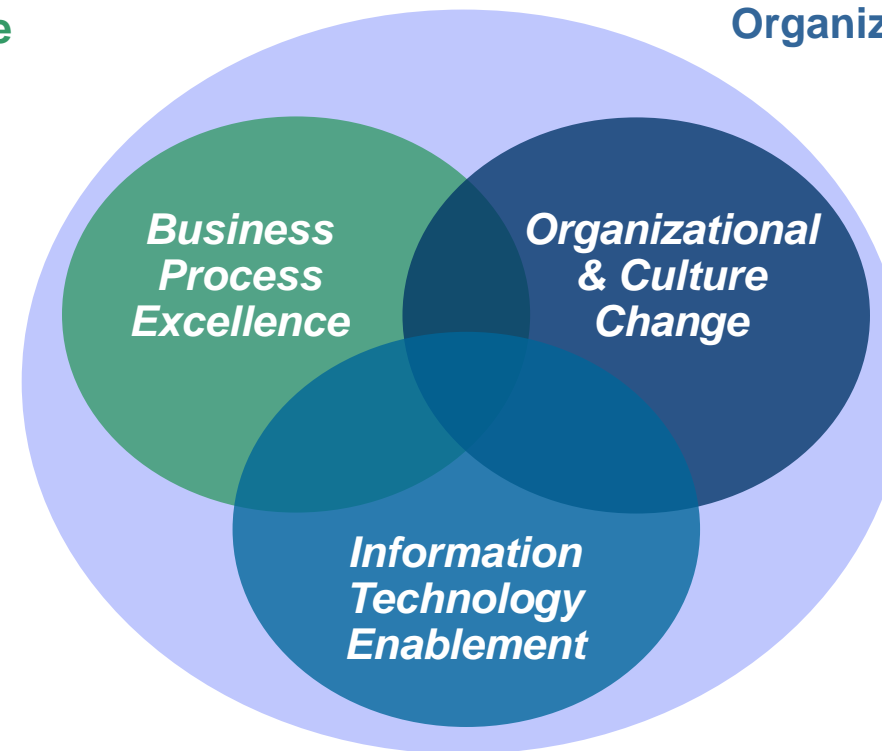
- Process taxonomy designed to help categorize information on business processes to support transformation, operational and deployment activities
- Common processes are logically grouped and displayed once with a single process owner, but can be used by many business areas
- Allows organizations to view processes horizontally as well as vertically



The EPF serves as a foundation for business process management and business transformation

Business Process Excellence

- Positions process benchmarking versus industry best practices
- Informs process design and performance opportunities
- Outlines linkages across processes for integration management
- Enables selective process risk assessment and management



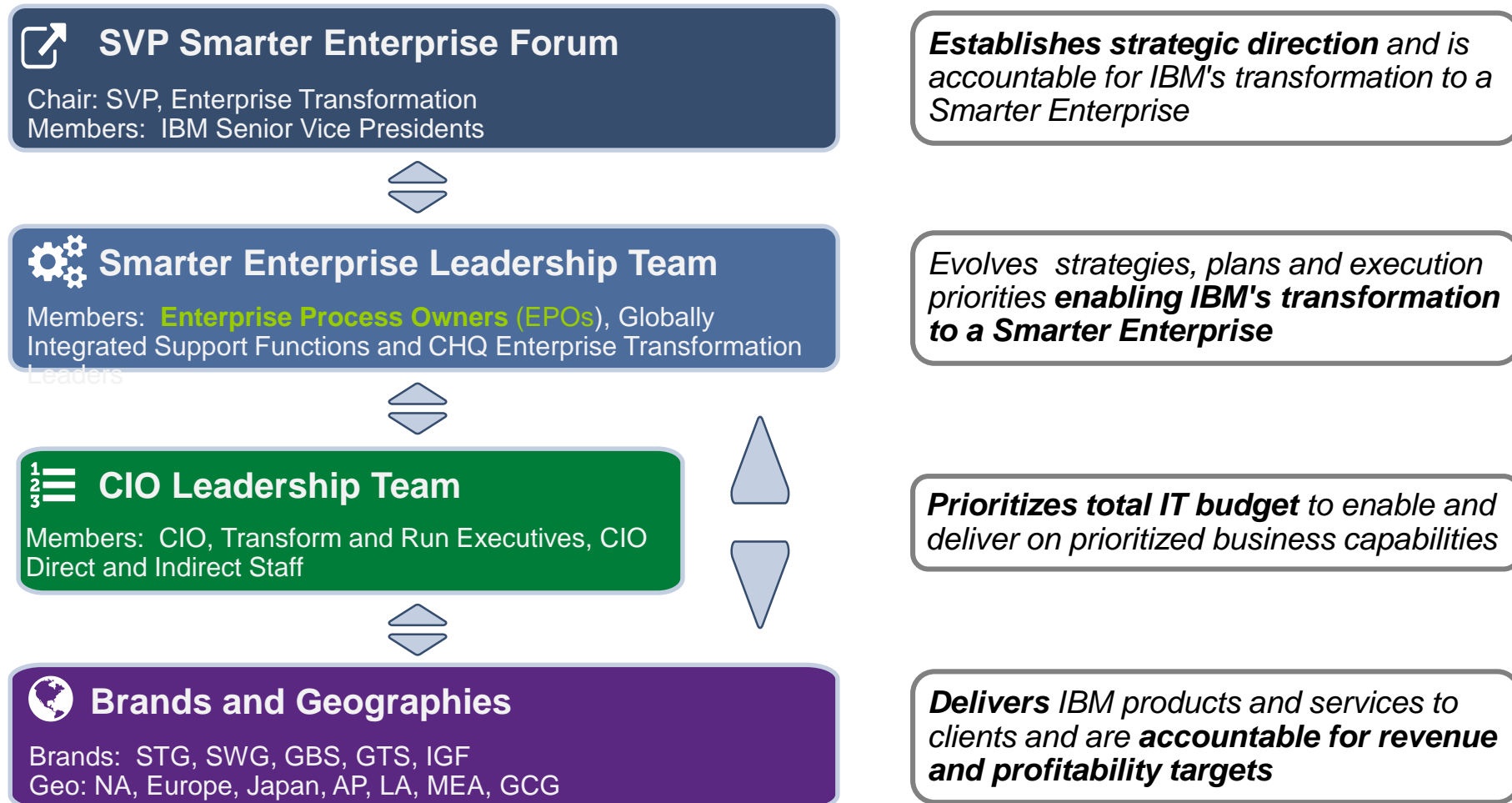
Organizational & Culture Change

- Serves as information source on internal business processes
- Offers organizing construct for managing business change
- Provides a framework for managing business transformation and operations
- Aligns global process owners scope

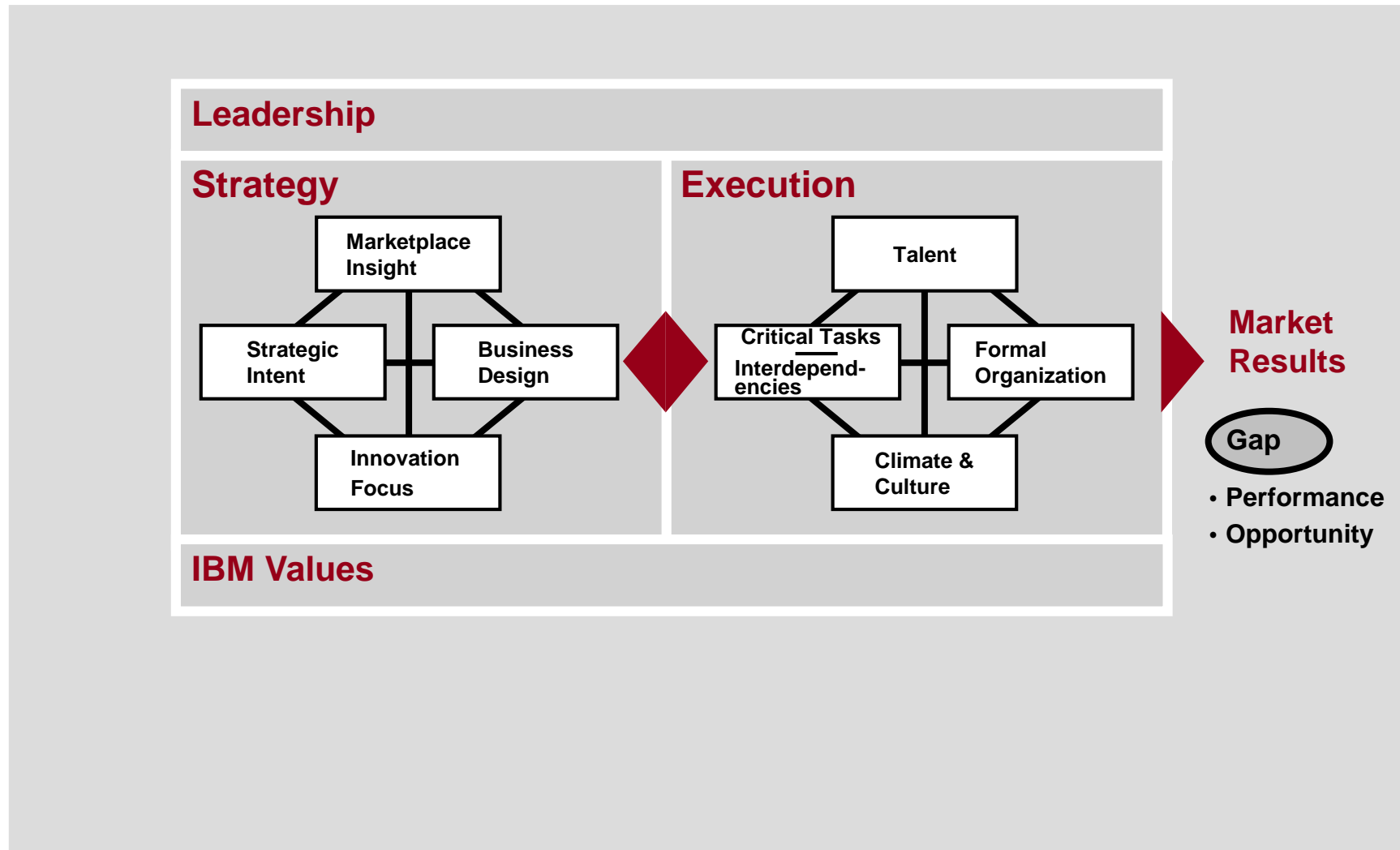
Information Technology Enablement

- Functions as core organizing construct for IT applications & tools
- Enables process leaders to focus on IT capabilities by process

IBM Enterprise Process Owners are key participants in IBM's overall enterprise transformation governance model



IBM Business Leadership Model



The road you take....

The career direction you take is driven by your personal and professional aspirations. It is to your advantage to align your goals with IBM's and your BU's business needs.



Building your career (An Integrated Model)



Acquiring expertise through a accumulation of **skills**, applied **knowledge** and **capabilities**, and **competencies**



Job Role
Expertise:

Develop deep skills and expertise specific to your **job**

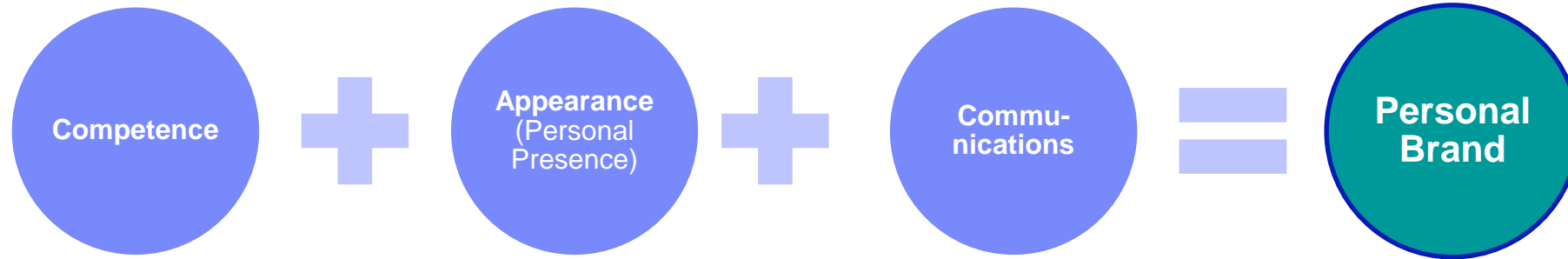
Career
Capabilities:

Build a broad set of capabilities to advance your **career**

IBM
Competencies:

Demonstrate the leadership that distinguishes **IBM**

Your brand is in evidence every time you interact with other people—internal and external



- Knowledge
- Critical thinking
- Technical knowledge

- Clothes
- Posture
- Gestures
- Facial expression
- Communications

- Voice projection
- Accent
- Vocabulary
- Sentence structure

One Purpose

Be essential.

Three Values

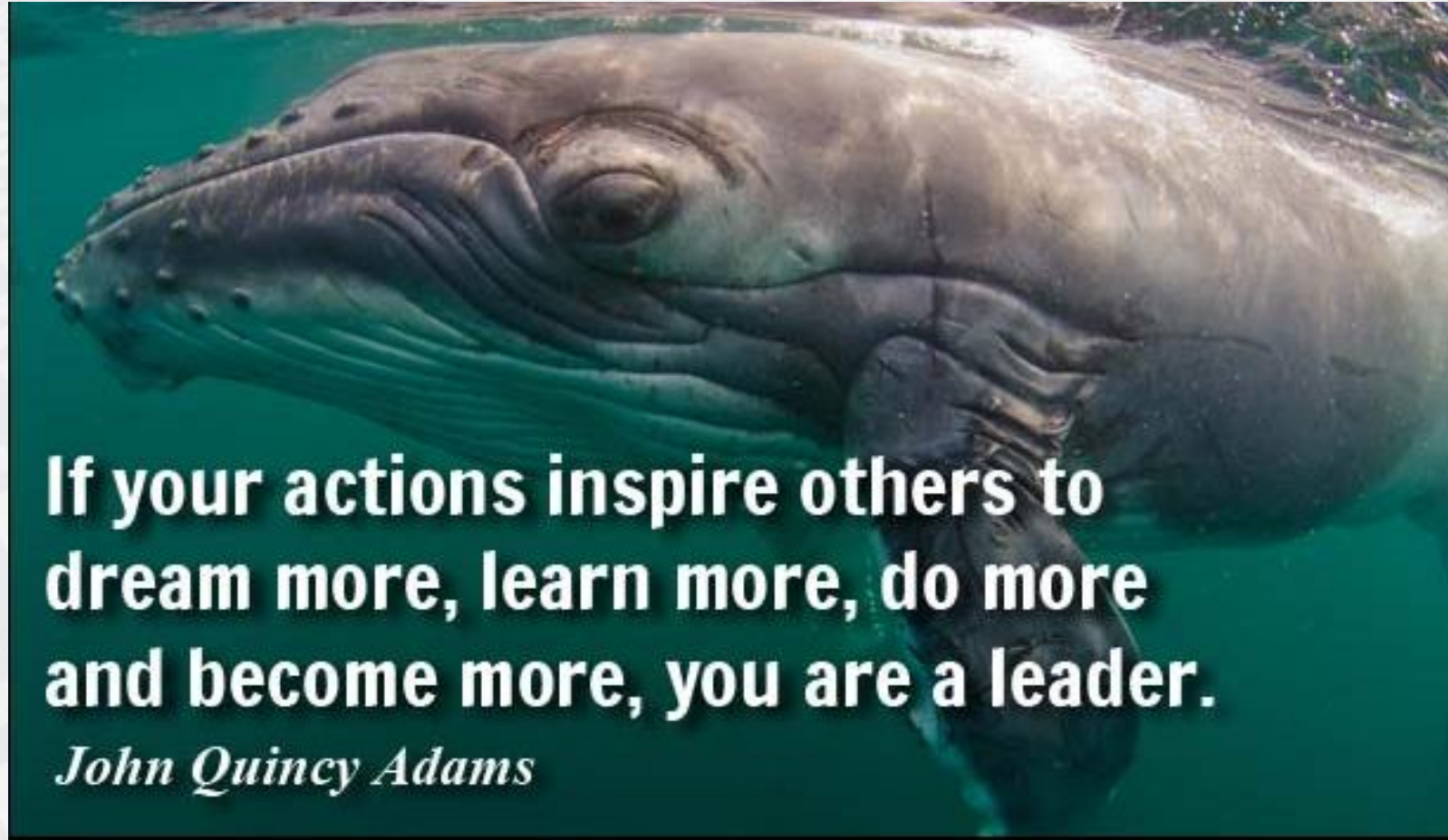
Dedication to every client's success.

Innovation that matters—for our company and for the world.

Trust and personal responsibility in all relationships.

Nine Practices

<p>“Put the client first.”</p>	<p>“Listen for need, envision the future.”</p>	<p>“Share expertise.”</p>
<p>“Restlessly reinvent—our company and ourselves.”</p>	<p>“Dare to create original ideas.”</p>	<p>“Treasure wild ducks.”</p>
<p>“Think. Prepare. Rehearse.”</p>	<p>“Unite to get it done now.”</p>	<p>“Show personal interest.”</p>



**If your actions inspire others to
dream more, learn more, do more
and become more, you are a leader.**

John Quincy Adams



Χορηγοί:



Διοργανωτής:



ΚΥΠΡΙΑΚΟΣ ΣΥΝΔΕΣΜΟΣ
ΠΟΙΟΤΗΤΑΣ
CYPRUS ASSOCIATION
for QUALITY

Μέλος:



EUROPEAN
ORGANISATION
FOR
QUALITY

Thank You!!

