Quality Culture

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Video
What evidence (behaviours and capabilities) shows a healthy quality culture?

(Converse: an anti-quality culture?)
<table>
<thead>
<tr>
<th>#</th>
<th>Quality Culture Top 6</th>
<th>#</th>
<th>Anti-Quality Culture Top 6</th>
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<tbody>
<tr>
<td>1</td>
<td>Communication and Transparency</td>
<td>1</td>
<td>Police Mentality</td>
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<tr>
<td>2</td>
<td>Management Engagement with and Commitment to Quality</td>
<td>2</td>
<td>Finger-pointing</td>
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<td>3</td>
<td>Technical Expertise</td>
<td>3</td>
<td>Arsonist-Firefighters (rewarded for starting then putting out fires)</td>
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<td>4</td>
<td>Standardization of Criteria and Requirements</td>
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<td>Silo Mentality</td>
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<td>5</td>
<td>Cross-functional Vision</td>
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<td>Fear of Failure</td>
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<td>6</td>
<td>Reward and Recognition</td>
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<td>Quality Reports to Operations</td>
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To create a “speak up culture”, do this:

- Mindset: “we’re in this together”
- Open, honest communication
- Information is accessible
- Process Focus
- Learning, not success or failure

Not this:

- Everyone for himself
- Secretive, limited communication
- Information at the top, not shared
- Focus on individual work
- Success is everything; no tolerance for failure

Martin van Trieste, Amgen, 2015
SVP Quality, Environment, Health & Safety
Plant Slides
Quality is based on Integrity.

Follow your SOPs. If they are incorrect, tell someone and get them changed.
“Unless someone like you cares a whole awful lot, Nothing is going to get better. It’s not.”

Dr Seuss.
Rushing a Job may cause Cross-Contamination

LOOK OUT!!!
This is a RUSH job!

Mix-Ups and Errors too!
QUALITY
RIGHT FIRST TIME. EVERY TIME
“Quality has to be CAUSED, not CONTROLLED”

Phillip Crosby.
Thank You