



A PRACTICAL VISION FOR QUALITY MANAGEMENT IN THE ICBS

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It's All in the Numbers!



THE VISION:

- A systematic organization wide approach to quality that embraces production, products and management.
- Based on adopting and assimilating international standards.
- Providing a common, internationally-understood analytic language for all Units
- Standardized Metadata drives and is an integral part of production
- Cyclical evaluation and improvement
- Improve **quality** = improve **efficiency** = improve work **experience**.

GETTING AND KEEPING COMMITMENT

- For **success**, benefits for Subject matter Unit have to be practically demonstrated.

Among them:

1. “Write once, use everywhere”
2. Efficient International reporting
3. Efficient staff rotation and replacement
4. Provision of organization-wide production tools
5. Increased production efficiency
6. Continuous improvement processes

GETTING AND KEEPING : COMMITMENT: ANTICIPATED DIFFICULTIES

- ❑ Uncommitted Departmental/Organizational Leadership
- ❑ Middle management resistance to additional burdens
- ❑ Perceived threat to autonomy
- ❑ Preference for improvisation rather than rules



Process Quality

Effectiveness - producing the desired outcomes successfully

Sound methodology – adhering to international best practices

Flexibility – adapting to changing needs and demands

Efficiency – cost effective in producing outcomes

Transparency – understood clearly and documented

Integration – consistent with and complementing other organizational processes

Continually improved – contains evaluation and improvement processes

**Success: Integrate
3 quality spheres**

Product Quality

Relevance,

Accuracy & Reliability,

**Timeliness and
Punctuality,**

**Coherence and
comparability,**

Accessibility and Clarity.

Management Quality

Leadership

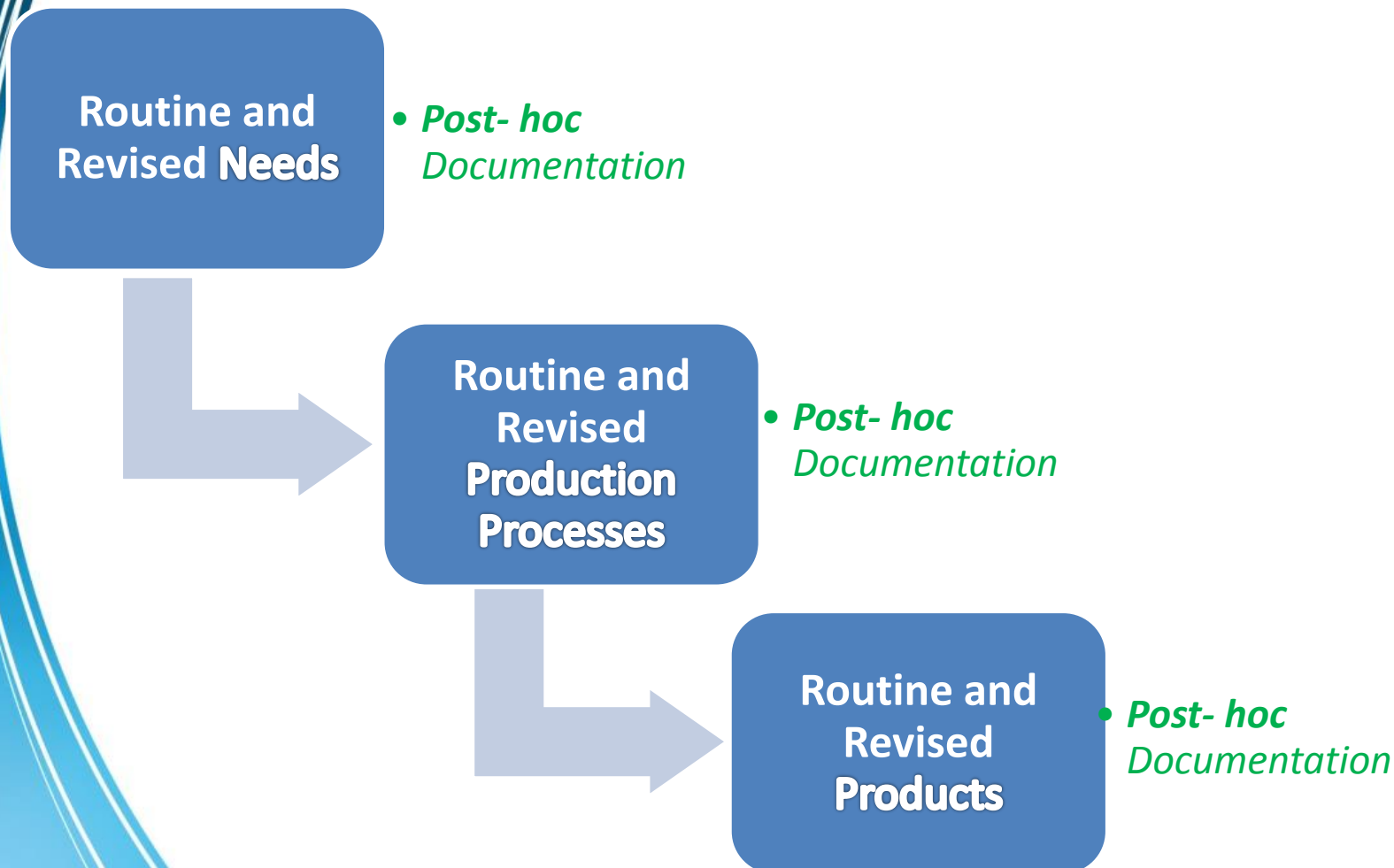
Clarity

Commitment

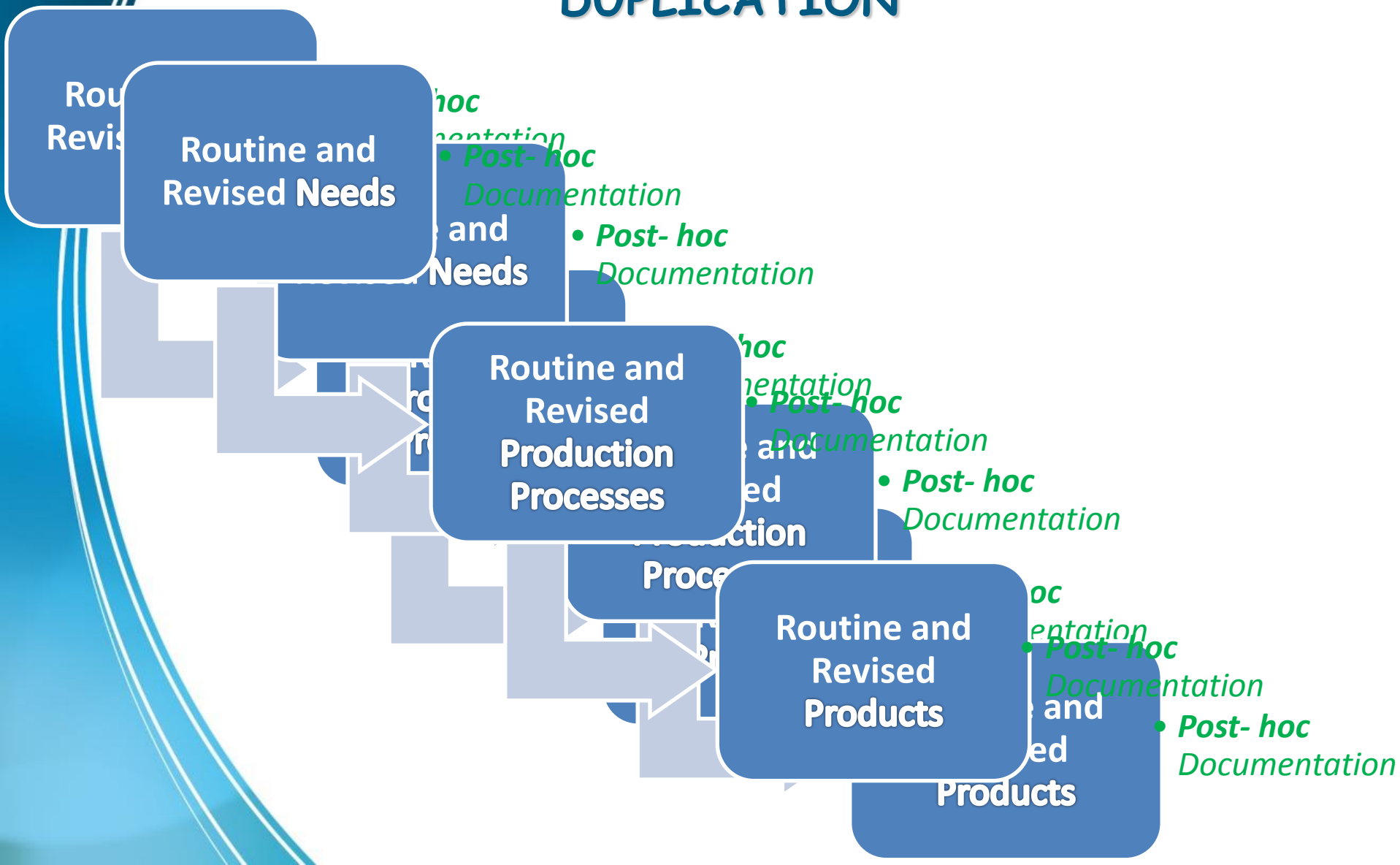
Responsiveness

WORKFLOWS TODAY: LINEAR PROCESS

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WORKFLOWS TODAY: A LINEAR PROCESS - UNINTEGRATED DUPLICATION



FUTURE: PRODUCTION DRIVEN BY METADATA AND STANDARDS FEEDS AN INTEGRATED IMPROVEMENT CYCLE

