



# **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

## 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

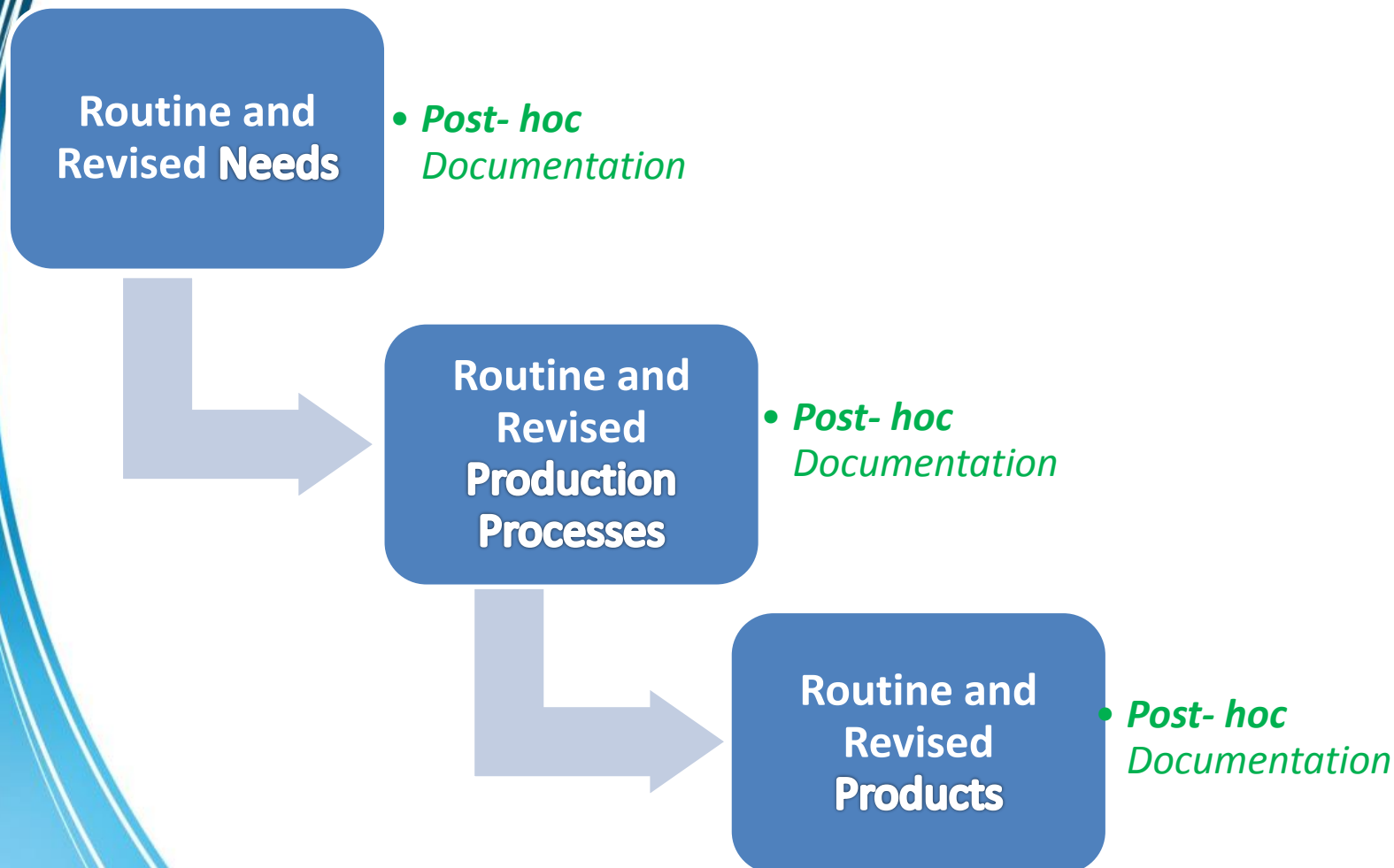
**Relevance,**  
**Accuracy & Reliability,**  
**Timeliness and**  
**Punctuality,**  
**Coherence and**  
**comparability,**  
**Accessibility and Clarity.**

## Management Quality

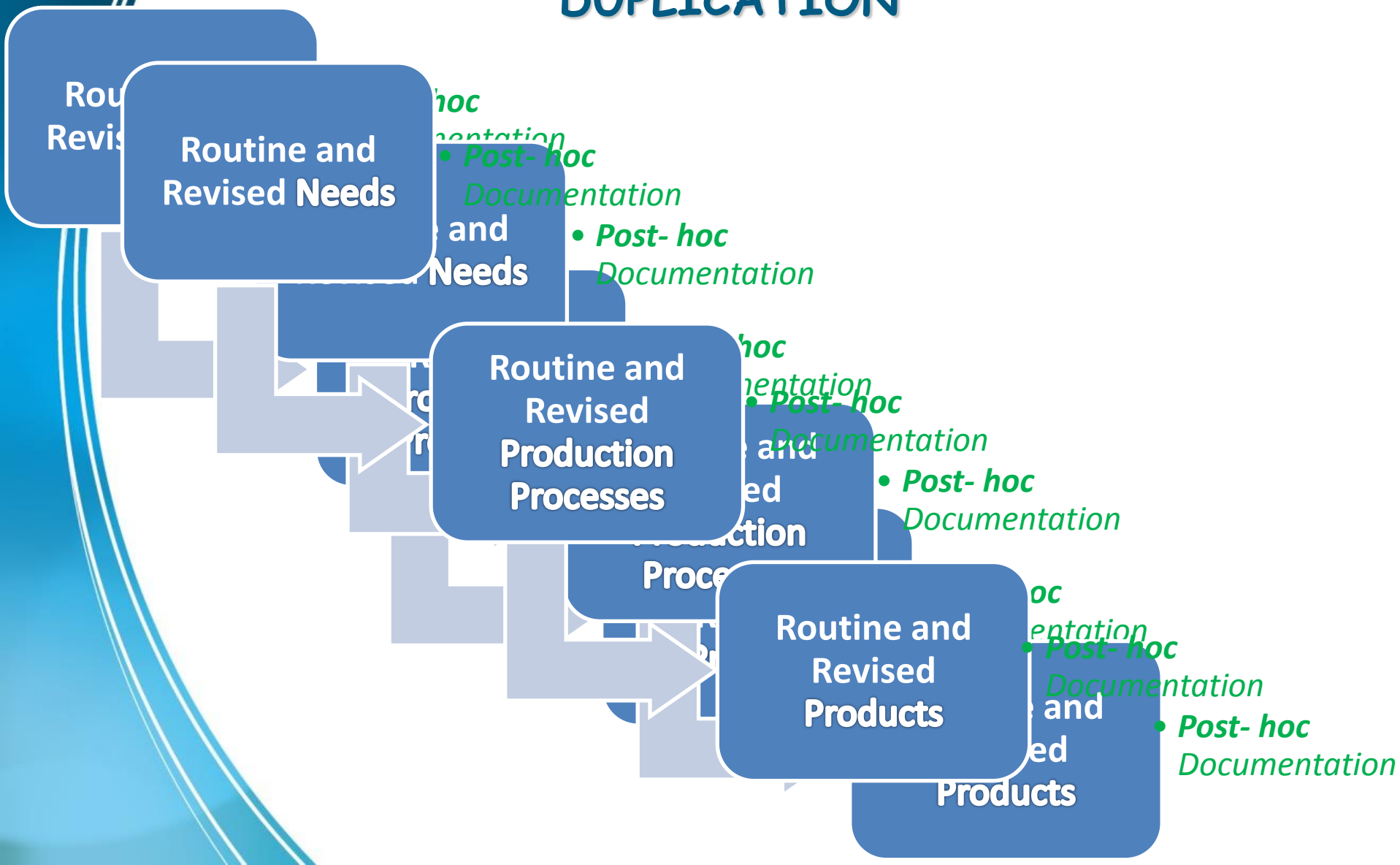
**Leadership**  
**Clarity**  
**Commitment**  
**Responsiveness**

# WORKFLOWS TODAY: LINEAR PROCESS

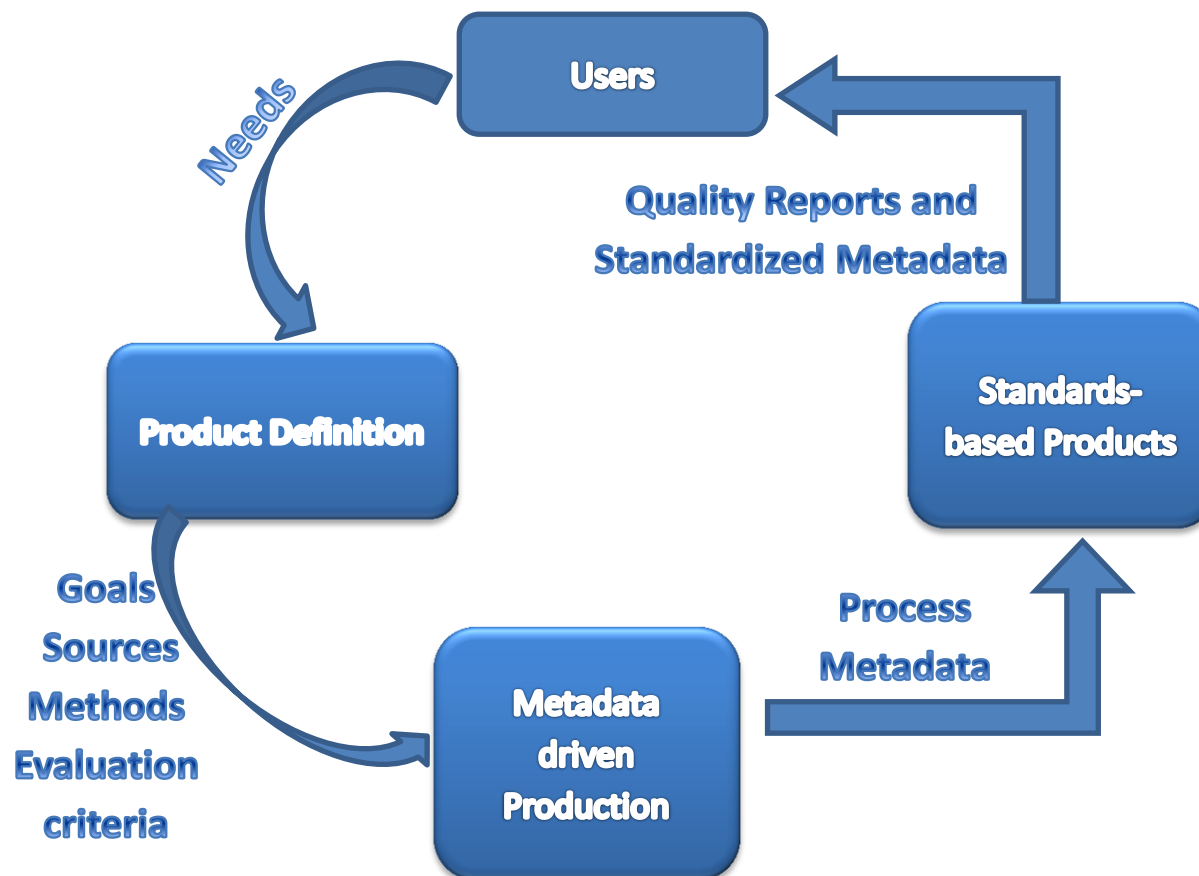
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# WORKFLOWS TODAY: A LINEAR PROCESS - UNINTEGRATED DUPLICATION



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



# GETTING AND KEEPING : COMMITMENT: ANTICIPATED DIFFICULTIES

## Organizational factors

- ❑ Assuring and maintaining commitment of Departmental/Organizational Leadership
- ❑ Middle management resistance to additional burdens
- ❑ Planning and budgeting is focused on the unit/division and does not promote matrix thinking
- ❑ Need for short-term demonstration of benefits

## Cultural factors

- ❑ Perceived threat to autonomy and individual creativity
- ❑ Preference for improvisation rather than rules

