

Quality Culture

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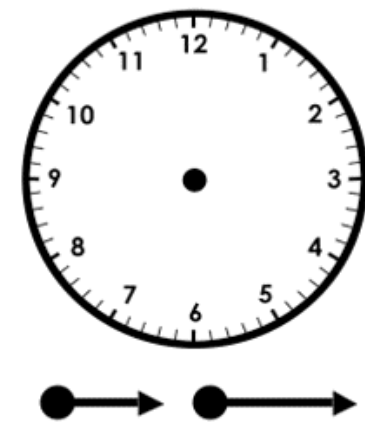


Video



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

(Converse: an **anti-quality culture**?)





Quality Culture

#	Quality Culture Top 6
1	Communication and Transparency
2	Management Engagement with and Commitment to Quality
3	Technical Expertise
4	Standardization of Criteria and Requirements
5	Cross-functional Vision
6	Reward and Recognition

Anti-Quality Culture

#	Anti-Quality Culture Top 6
1	Police Mentality
2	Finger-pointing
3	Arsonist-Firefighters (rewarded for starting then putting out fires)
4	Silo Mentality
5	Fear of Failure
6	Quality Reports to Operations



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.

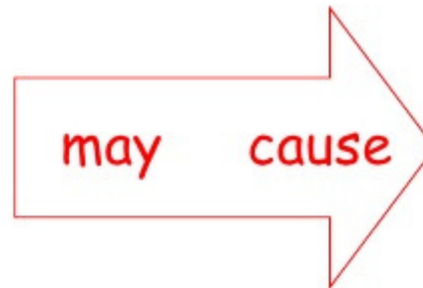
Follow your SOPs. If they are incorrect, tell someone and get them changed.



“Unless someone like you
cares a whole awful lot,
Nothing is going to get
better. It’s not.”

Dr Seuss.

Rushing a
Job



Cross-
Contamination



Mix-Ups and Errors too!





“Quality has to be
CAUSED, not
CONTROLLED”

Phillip Crosby.





Thank You