

SCOPE Joint Action Stakeholder Event



Quality Management :
A journey to make change happen.

Inmaculada Corrales, AEMPS

21 March 2017

London

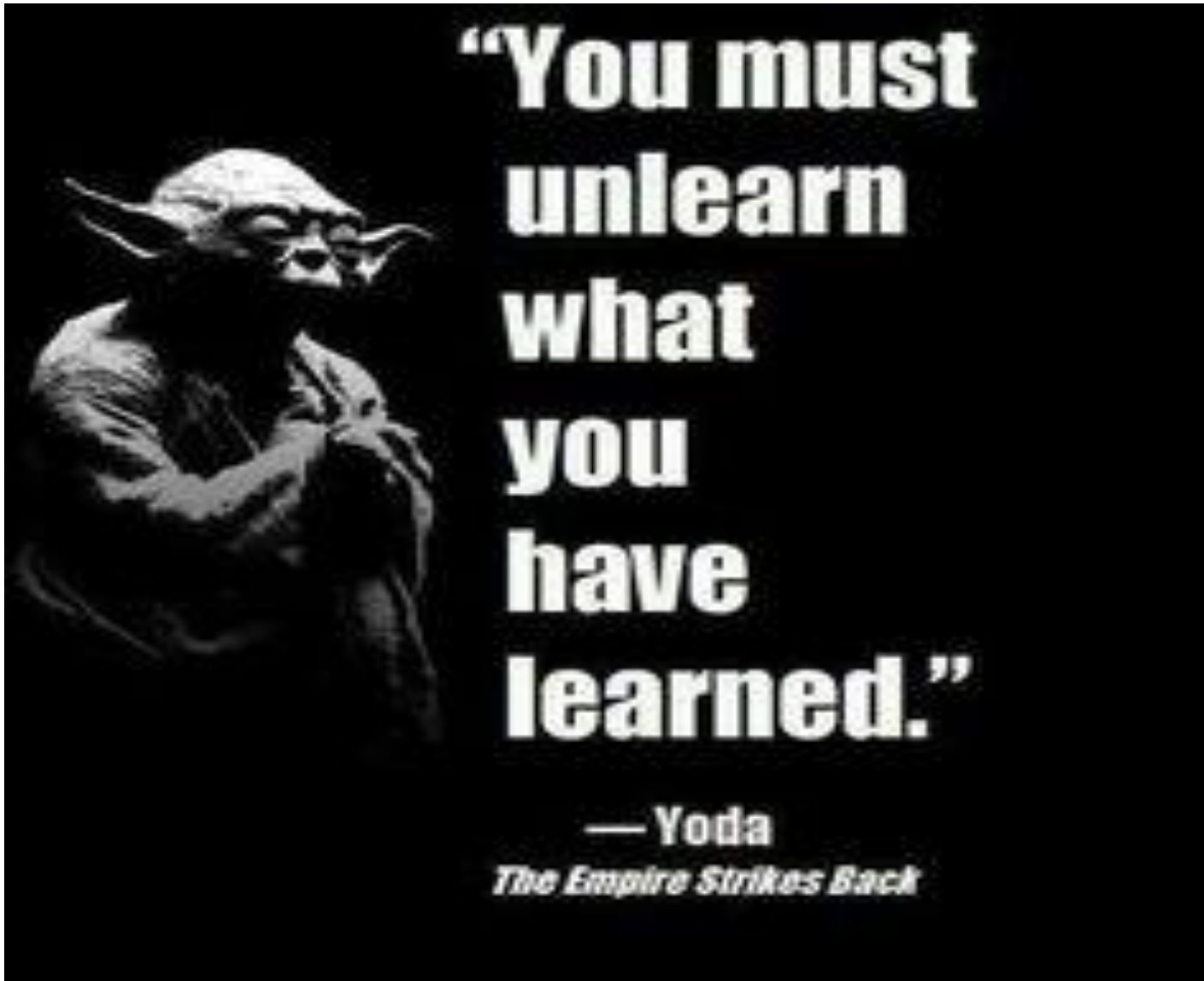


Quality...



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What is Quality Management?



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“Care for Quality”



Knowledge sharing



Respect to others

Time



Attitude

Planning for Success™

Sustainable



Accountability



Reliability



Learning

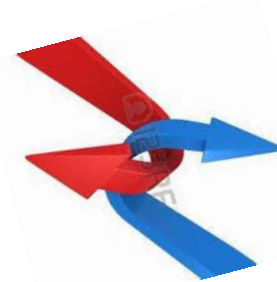
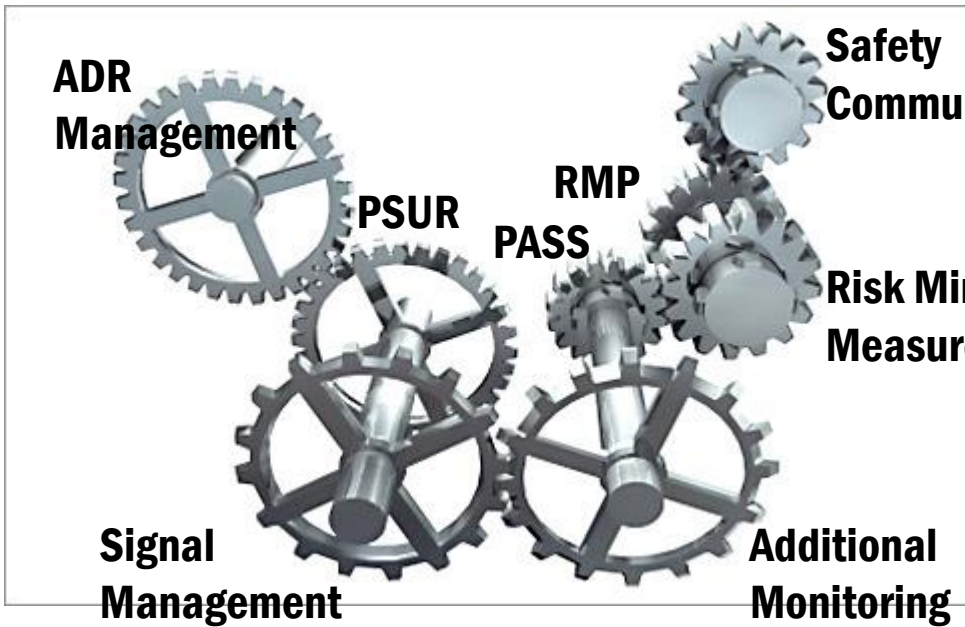


COMMON SENSE

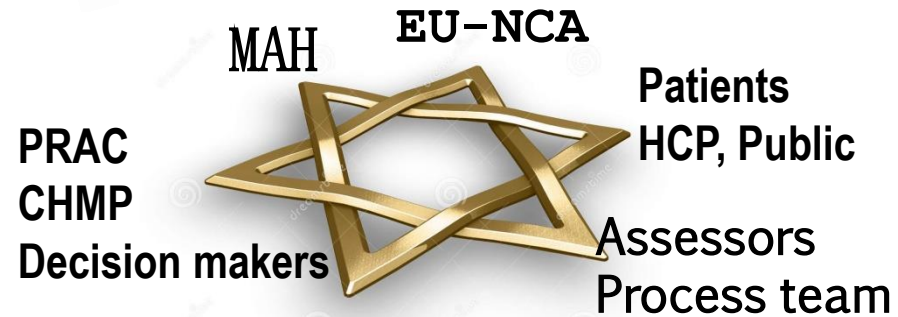


Improving

PV Systems

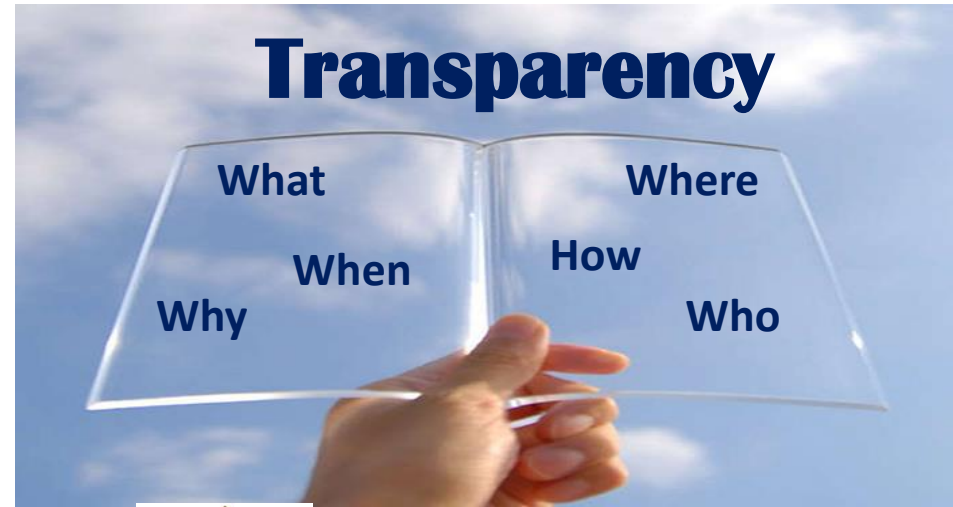


Interested parties



Nat. Health Systems





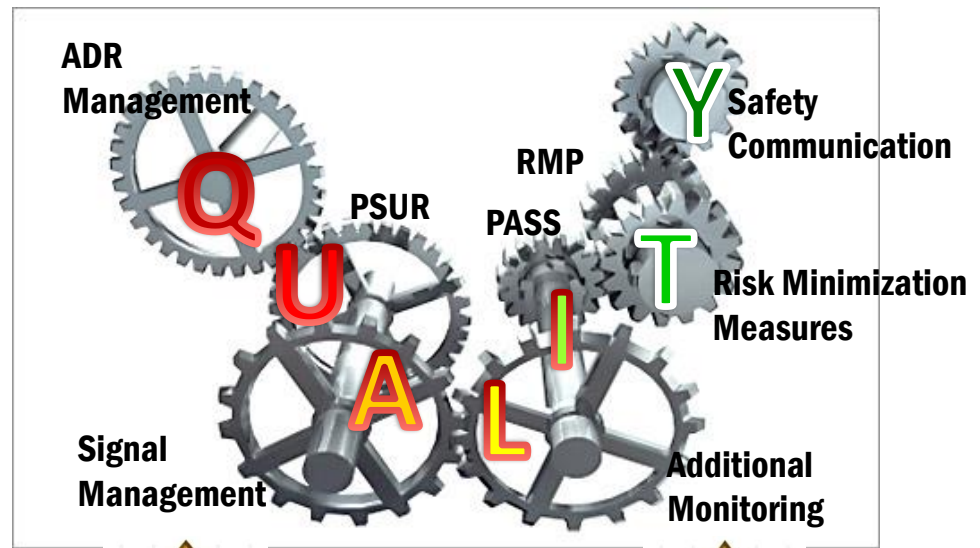
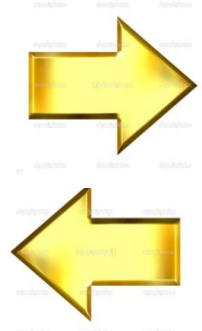
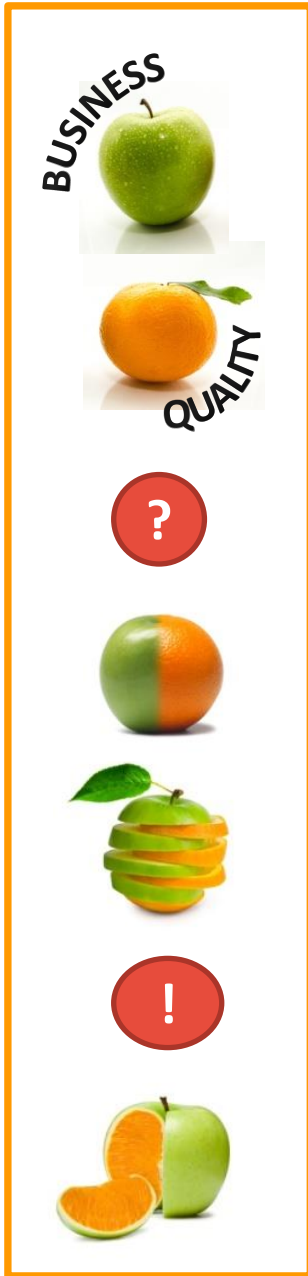
QUALITY
IS NOT AN ACT,
IT IS A **HABIT.**
ARISTOTLE



Quality

is an on-going process of **building** and **sustaining relationships** by **assessing, anticipating** and **fulfilling** stated and/or implied needs.

Winder (1992)



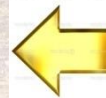
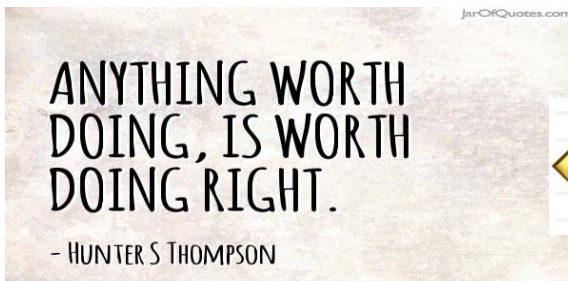
How is the process doing



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EVIDENCE ... *performance*

“Stop depending on inspections to achieve quality. *W.E. Deming*”



- Proactively identify risks
- Preventive actions part of our strategic and operating planning

How is the process doing

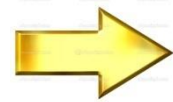


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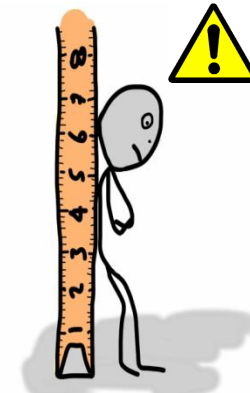
EVIDENCE ... *performance over time* ...

OBJECTIVES
have to be
SMART

Specific 
Measurable 
Attainable 
Relevant 
Time-Bound 



INDICATORS
have to be
CAREFUL



- Well-defined and focused
- Can be assessed qualitatively or quantitatively
- Challenging, but not impossible
- Relates to the goal/vision
- Achieved within a defined time period

Illustration by Erin Morey

- **C**lear and simple
- **A**ccurate
- **R**elavant for the objective
- **E**asy and feasible to collect
- **F**ree from external influencing factors
- **U**nambiguous to interpret
- **L**imitations should be kept in mind

Acronym by Melinda Palfi (SCOPE)

How is the process doing



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EVIDENCE ... *performance over time* ...

OBJECTIVES have to be **SMART**

INDICATORS have to be **CAREFUL**



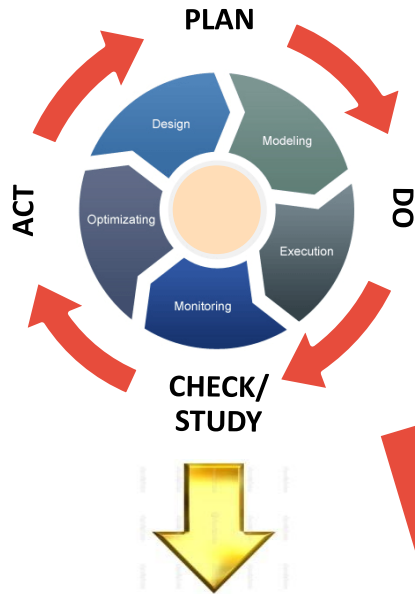
Both objectives and indicators can be ANYTHING as far as relevant and appropriate to the scope and context of the organisation

- Do not use indicators to simplify complex situations
- Keep the number of indicators to a reasonable minimum

Start making the change happen !!



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PLANNING IS NOT OPTIONAL!

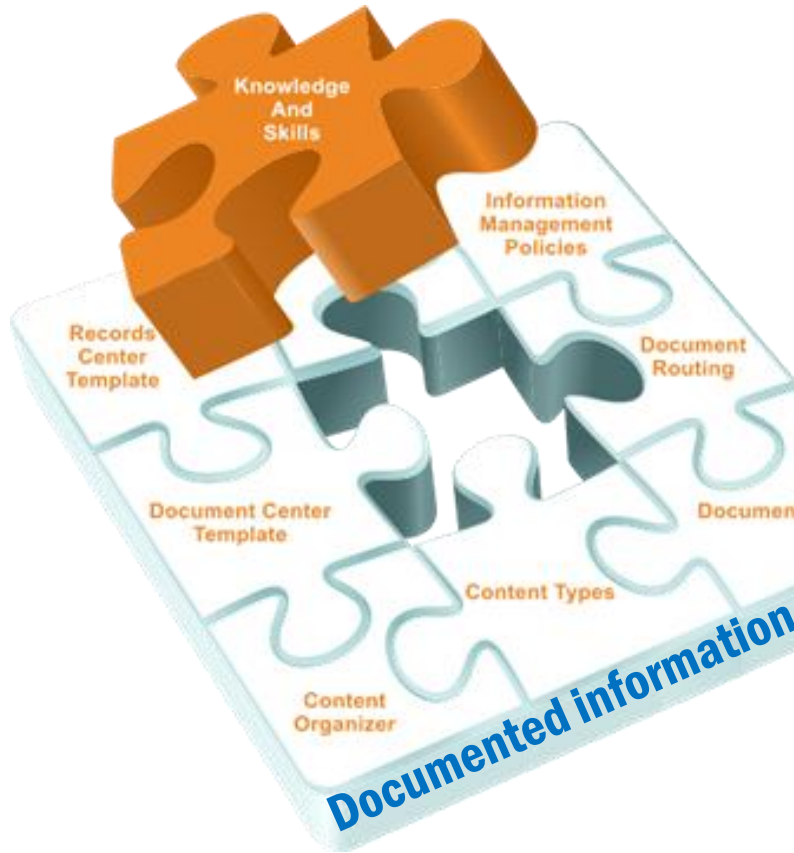


Translates EVIDENCE into PRACTICE

Learn from experience ... improve !

perfect is the enemy of the good.
attributed to Voltaire

“Magical knowledge?”

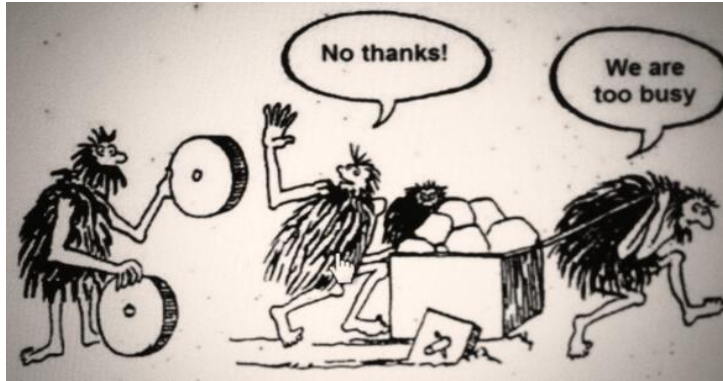


- ✓ Fit for purpose
- ✓ Complete, Integral, traceable
- ✓ Agreed by the process/system team
- ✓ Appropriate format & readable
- ✓ Sufficiently accurate and reliable
- ✓ Evidence for decision making
- ✓ Provide effective communication
- ✓ Timely accessible
- ✓ Accessible at “any time”(retention time)
- ✓ Legal requirements & Agreements

What 's the value of Quality M.?



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- ✓ Transparency (Who does what, when, why and how)
- ✓ Understanding of the complex system of PV, interfaces & constraints
- ✓ Co-operation between interested parties
- ✓ Consistency, reliability & adaptability
- ✓ Create awareness & Identify risks
- ✓ Detect needs to be satisfied

- ✓ Better use of limited resources
- ✓ Correct use of tools
- ✓ Skills development & competency
- ✓ Change attitude.
- ✓ Evidence based improvements
- ✓ Take actions based on analysis of data, balanced with experience and common sense

The system should be capable to create new knowledge that will make it successful !



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