
Personal Quality

A one day programme

Personal quality is the basis of all other types of quality. Personal quality is crucial to everyone's self-esteem, which in turn determines his or her well-being, efficiency, attitudes, and behaviour. There are two kinds of personal quality standards; the ideal level and the level of quality people are actually producing now. How do they develop? What influences them? How can they narrow the gap between what they actually do and what they would like to do and be proud of doing? We look at methods of closing that quality gap with ideas as to how you, in the role of facilitator, can develop the quality standards of others.

Key elements of personal quality

You can start your own quality movement when you get back to the office. At the end of each week have a meeting with yourself ask the question, 'What did I do well and what improvements can I make?' Analyse what you did well and see if you could apply the same rules to other tasks. Ask the people whom you do things for if they would like it done differently so you become a better supplier. You need to become a more demanding and complaining customer and suggest how your colleagues can help you to do your job better. Below I have set out a plan to put your personal quality programme into action.

The programme enables participants to:

- Understand the philosophy of quality and the basis of personal quality
- Implement a quality initiative at their own desks
- Be aware of the importance of maintaining standards of quality and service
- Set their own personal quality account and future quality goals

Learning outcomes:

On completion of the training programme, delegates will understand the foundation of quality management. They will understand the importance of relating quality to all their work and their interpersonal relationships with customers, managers, and colleagues. In addition, they will have completed their own, quality account and be in a position to implement a personal quality exercise of their own with specific personal goals.

Programme Agenda

What is Quality?

Quality - who needs it?
Defining quality
A quality experience

Personal quality

Achieving personal quality
Rules for setting personal performance
Setting goals
Establishing your own quality account

Typical delegates are:

Managers and professionals working in service departments, such as Information Systems.
For those people who need an introduction to the quality philosophy and a practical guide.
People who need to implement a programme within their organisation, using the latest techniques.

Implementing total quality

Building a quality programme
Commitment from all
Quality goals
Product and service improvement
Problems with quality programmes

Setting up your personal quality account

How to make your quality account
Check what others think of you
An example of setting new standards
Making continuous improvements