

# Quality & Performance

Quality, Process Improvement and Cultural Change



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**These are the five essential elements to the improving performance through methodological change**

- 1. Performance Purpose – clearly expressed organisational, team and individual visions**



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## **2. Performance Requirements – KRAs, KPIs, Values Driven Behaviours, Organisational values as expressed by behavioural requirements etc**



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**3. Performance Management and Feedback – information regarding outcomes of actions and behaviours as measured against requirements**



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**4. Performance Process – well designed and proven Quality that begin with strategic models and end with clearly defined, and quality reviewed, processes**



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**5. Cultural Change – through leadership by example, committing to process adoption and then dealing with resistance to change (see Mastering Cultural Change presentation).**



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## The Quality and Performance Keys

**Outcome Driven**

**Process Integrity**

**Quality Controlled**

**Relationship Building**

(teams and their customers/clients)



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## **Professional Attributes of the Quality & Performance Champion**

**Methodological/Analytical Skills**

**Quality Systems Experience**

**Facility with Cultural Change**

**Academic Soundness**

**Workplace Competency**





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**Dr. Leigh Kibby**

- **Developed Methodological and Systems Processes used by the entire Australian Federal Government (in this case, the Government was the client group)**
- **Designed FOUR Quality and Process Management Systems**
- **Facilitated Cultural Change within IT**
- **World expert in the emotional and intellectual aspects of cultural change**
- **Internationally recognised expert in leadership**
- **In depth workplace experience across numerous workplaces including IT.**
- **Unrivalled experience with developing KRAs and Competency metrics**

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