

Quality & Performance

Quality, Process Improvement and Cultural Change



Quality & Performance

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

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



Quality & Performance

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



Quality & Performance

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



Quality & Performance

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



Quality & Performance

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



Quality & Performance

The Quality and Performance Keys

Outcome Driven

Process Integrity

Quality Controlled

Relationship Building

(teams and their customers/clients)



Quality & Performance

Professional Attributes of the Quality & Performance Champion

Methodological/Analytical Skills

Quality Systems Experience

Facility with Cultural Change

Academic Soundness

Workplace Competency



Quality & Performance

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**

Telephone: (03) 5222 7578 – 0409 554 229 Email: leigh@kinematic.com.au

