



Quality Management

Goals

Quality Management has the main goal of customer (and user) satisfaction and to be cost-conscious.

Preconditions

To enable Quality Management to measure quality (in order to the SLAs) and at least to improve quality, Quality Management must get the needed strategic (and operational) authority.

Ideally Service Level Management does already exist or will be implemented in parallel to Quality Management.

My principles

I prefer the classical well proven procedure, in detail:

1. You tell me your goals and the circumstances (budget, resources, schedule, etc.)
2. I analyze together with you the current situation ...
3. ... and compare the result with your goals.
4. On that base I am able to recommend the best roadmap to success.
5. You decide and we commit together the next actions.

6. And of course I am going to support you in the phase of implementation.

Tasks

Quality Management means at least the consequent running of the Deming Cycles (PDCA)

- Plan means specification of
 - Customer focused goals
 - And how to measure them by KPIs (Key Performance Indicator)
 - Roadmap for projects (character of uniqueness)
 - Roadmap for processes (repeatable procedures)

- Do means implementation
- Check means measurement of KPIs and the auditing of procedures
- Act means a constructive analysis of the check results
- Plan means planning of improvements
- Do means implementation of the improvement ideas
- etc.

For that purpose a Quality Manager is expected to master the following roles:

- Project Manager
- Process Manager
- IT Service Management Manager (in each ITIL topic)
- Crisis Manager

For each role a Quality Manager must have learned some basic lessons like:

- Technique of moderation
- Project Management
- Risk analysis in order to FMEA (Failure Mode and Effect Analysis)
- Process analysis in order to CMMI (Capability Maturity Model Integration)
- Process modeling in order to ITIL (IT Infrastructure Library)

Results

Quality Management is cost-conscious and ensures customer (and user) satisfaction.

In addition Quality Management drives continuous improvements of quality to ensure the competitiveness of your own organization.

Dr. Uwe Hartfiel