

QUALITY SYSTEMS IN LIS - THE REAL KEY TO QUALITY A PERSONAL AND PRAGMATIC VIEW*

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CONTENTS OF THIS PRESENTATION

- Some general thoughts on the success - and failure - of quality systems in LIS
- What are the factors in achieving a successful system?
- Some personal thoughts
- The real key to quality
- Please feel free to interrupt & discuss throughout!

QUALITY IN LIS

- Background of LIS Quality implementation in the UK
- Approaches to quality
 - Quality Circles
 - Customer Care
 - Quality Assurance
 - Total Quality Management
 - Investors In People
 - Chartermarks, Service Level Agreements
 - Performance Indicators, Benchmarking
 - Best Value

SUMMARISE APPROACHES TO QUALITY AS

- Quality philosophies
- Quality systems
- Quality mechanisms
- Quality mentality

WHAT HAS WORKED?

- All of the above!
- WHEN:
 - Commitment to a quality ideal
 - Practical, measure able, appropriate systems
 - Involvement

WHAT HASN'T WORKED?

- All of the above!
- WHEN
 - Quality is not truly recognized or properly defined
 - Quality is subjective
 - Quality and fitness for purpose
 - Quality vs value
 - Operational needs are overridden
 - The quest for an external standard
 - Bureaucracy
 - The system is subverted

* Η εργασία αυτή συμπεριλήφθηκε στα πρακτικά με τη μορφή της παρουσίασης (PowerPoint), λόγω μη αποστολής χειμένου από τον ομιλητή.

- People don't care
- The means become the ends

WHY?

- What should we be looking for?
- The importance of a quality mentality
- The importance of a mechanism to implement it
- The importance of an operational needs basis
- The importance of PEOPLE

WHEN SHOULD WE ADDRESS THESE ISSUES?

- All the time!
 - Planning
 - Development
 - Implementation
 - Operation
 - Maintenance

HOW DO WE MAKE IT WORK?

- Vision
- Leadership by example
- Transparency and honesty
- Teamwork and involvement
- Proof by execution
- "Keep your eyes on the prize"

- Doug Phrang's point of view

SOME PERSONAL THOUGHTS

- On the UK experience
- Pervasiveness of true quality management
- Importance of commitment
- Internal and external use of quality systems
- Dangers of subversion
- Need to define your own system
- Importance of including formal, verifiable mechanisms
- Real benefits of a quality system
- Being serious - "The house that Jack built"

THE CONTINUOUS IMPROVEMENT MODEL

THE REAL KEY TO QUALITY

- People
 - Our systems are FOR people
 - They are created BY people
 - They are delivered THROUGH people
- Quality comes by understanding and generating the INVOLVEMENT of people
- The PEOPLE are more important than the SYSTEM
- People drive the system - NOT the other way round!