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 κειμένου από τον ομιλητή.
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!