Quality of Organizations prevents corruption.

Jose Fco. Gonzalez Prado - Director
Mexican Institute for Quality Control - MEXICO
WE HAVE FOUND THE FORMULA!
TO ACHIEVE THAT EVERY ONE:

❖ DOES EVERYTHING IS EXPECTED
❖ DOES IT WELL
❖ DOES IT ON TIME

❖ IS PROUD OF HIS/HER JOB
❖ INTRODUCES INNOVATIONS
❖ IS CONCERNED AND CONTRIBUTES TO THE TEAM ACHIEVEMENTS
WITHOUT NEED OF A CONTINUOUS SUPERVISION
THE TOTAL QUALITY MANAGEMENT SYSTEM –TQMS-SACT
FOR LATIN AMERICA.
IMECCA’S VERSION
IMECCA’s TQMS MAIN ELEMENTS

THE PATH:
 TOTAL QUALITY

THE FRAMEWORK:
 QUALITY CIRCLES

MANAGEMENT STYLE
 DYNAMIC MANAGEMENT
TOTAL QUALITY

QUALITY IN ALL THE FUNCTIONS OF THE COMPANY, INCLUDING THE QUALITY OF PERSONS.
TOTAL QUALITY MANAGEMENT

PRINCIPLES

1. QUALITY = CUSTOMER’S TOTAL SATISFACTION

2. CUSTOMERS ARE THE FOLLOWING PROCESSES

3. ERROR RECURRENCE IS PREVENTED

4. CONTROL IS BASED ON NUMERICAL DATA
RECURRENT PREVENTION REQUIRES:

1. DEVELOP THE SENSE OF URGENCY
2. ABILITY TO ESTABLISH PERMANENT ACTIONS
3. STANDARD PROCEDURES
4. UPDATED PROCEDURES
TOTAL QUALITY SYSTEM

IT’S A MANAGEMENT SYSTEM OF THE COMPANIES AND INSTITUTIONS THAT ASSURES ALL THE FUNCTIONS ARE PERFORMED AND A CONTINUOUS IMPROVEMENT PROCESS OF THE ORGANIZATION IS IN PLACE.

IT’S A MANAGEMENT SYSTEM ORIENTED TO EXCELLENCE.
MEXICO’S NATIONAL QUALITY AWARD MODEL
The EQA is based upon...

9 criteria, 32 criteria parts

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Version: 1
Diane Dibley, EFQM
Date: 30/10/04
PARTICIPATIVE WORK

NEW LIFESTYLE AT:
WORK, THE STREET AND HOME

PARTICIPATION – INVOLVEMENT

DEVELOPMENT - SATISFACTION
WHAT IS A WORKING GROUP?

IT’S A NATURAL WORKING GROUP IN WHICH THE BOSS AND HIS IMMEDIATE COLLABORATORS MAKE THEIRS THE GROUP COMMITMENTS AND GET TOGETHER TO PERFORM PARTICIPATIVELY THE ACTIVITIES OF PREVENTION, CONTROL AND IMPROVEMENT.
AUTOCRATIC LEADERSHIP

THE PERSONNEL:

- WORK UNSATISFIED
- ARE INDIFFERENT
- ARE DESINTEGRATED
- ARE NOT COMMITTED
DEMOCRATIC MANAGEMENT

THE PERSONNEL:

- ARE DEVELOPED CONSTANTLY
- ARE INTEGRATED
- FIND SATISFACTION
MANAGERS’ SKILLS FOR TOTAL QUALITY

1. COMMUNICATION
2. DISCIPLINE
3. SINCERITY
4. CREATIVE AGGRESSIVENESS
INTEGRAL PARTICIPATIVE APPROACH

TOTAL QUALITY MEANS A NEW LIFESTYLE IN WHICH WE COMMIT TO DO WELL EVERYTHING WHAT WE DO, AT HOME, IN THE STREET AND AT WORK.

OUR EFFORT IS ORIENTED TO THE IMPROVEMENT OF HUMAN QUALITY AT ALL LEVELS AND ALL THE FUNCTIONS OF THE COMPANY, THROUGH QUALITY CIRCLES, ORGANIZATIONAL GROUPS OR NATURAL WORKING GROUPS.
IMPLEMENTATION PROCESS IS IN CASCADE, i.e. FROM DIRECTORS, MANAGERS, INTERMEDIATE LEVELS DOWN TO THE OPERATOR LEVEL. THE HIERARCHICAL PERSONNEL INTEGRATE MANAGEMENT QUALITY CIRCLES AND THE OPERATOR LEVEL TOGETHER WITH THE LINE SUPERVISORS INTEGRATE THE OPERATIVE QUALITY CIRCLES.
OBJECTIVES OF THE WORKING GROUPS

OBTAIN TOTAL PARTICIPATION OF THE PERSONNEL AT ALL LEVELS TO ACHIEVE COMMON OBJECTIVES.

GIVE AN ADEQUATE FRAMEWORK FOR PERSONAL IMPROVEMENT AND SATISFACTION OF THE PERSONNEL AT WORK.

LEARN AND APPLY THE TECHNIQUES FOR PREVENTION, CONTROL AND PARTICIPATIVE PROBLEM SOLUTION
PARTICIPATIVE PROBLEM SOLUTION

1. IDENTIFY THE PROBLEM
2. INVESTIGATE THE CAUSES OF THE PROBLEM
3. DETERMINE THE BEST SOLUTIONS
4. APPLY THE SOLUTIONS
5. VERIFY THE SOLUTIONS
6. TAKE MEASURES TO PREVENT PROBLEM RECURRENCE.
10 TOOLS FOR PROBLEM SOLUTION

1. DATA COLLECTION
2. ANALYSIS OF RECORDS
3. BRAINSTORMING
4. ISHIKAWA DIAGRAM
5. PARETO PRINCIPLE
6. MODERN CONTROL CONCEPT
7. FREQUENCY HISTOGRAMS
8. CHARTS
9. CHECKLISTS
10. PRESENTATION OF RESULTS
DYNAMIC MANAGEMENT

FOCUSED TO ACHIEVE

OBJECTIVES
DYNAMIC MANAGEMENT

1. TOOLS:
- BASIC FUNCTION
- PROGRESS PLAN
- THE TRIAD OF PROGRESS.

2. FOUNDATIONS:
- INDIVIDUALIZATION OF THE MISSION
- PLANS PROPOSED BY THE EMPLOYEES.
- NEGOTIATION.
- COMMITMENT
- CYCLE RENEWAL.

3. NEW CONCEPTS:
- OBJECTIVE
- PERFORMANCE STANDARDS
- GOALS
- CONTROL

4. MANAGEMENT SKILLS
- COMMUNICATION
- SINCERITY
- DISCIPLINE
- CONFIDENCE
- CREATIVE AGGRESSIVENESS
DYNÁMIC MANAGEMENT
(NUEV MANAGEMENT STYLE)

NEW WAY TO:

1) STRUCTURE THE MISSION.
   (DEFINE RESPONSIBILITIES)

2) DEFINE THE COMMITMENTS.
   (MAKE GOOD WORKING PLANS)

3) MANAGE THE ACTIVITIES OF PREVENTION, CONTROL AND IMPROVEMENT.
   (MAKE SURE THAT THEY ARE ACCOMPLISHED)

NEW WAY TO ASSURE:

HIGH PRODUCTIVITY.
HIGH SATISFACTION
## MISSION- POSITION

<table>
<thead>
<tr>
<th>BASIC FUNCTION</th>
<th>PROGRESS PLAN</th>
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<tbody>
<tr>
<td>DAY TO DAY RESPONSIBILITIES</td>
<td>IMPROVEMENT PROJECTS</td>
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TIME DISTRIBUTION

- Directors: 30% Time Distribution
- Managers: 40% Time Distribution
- Bosses: 50% Time Distribution
- Formen: 70% Time Distribution
- Workers: 95% Time Distribution

- Improvement Projects: 70% Time Distribution
- Basic Function: 60% Time Distribution
GETS THE COMMITMENT OF MAKING EVERYTHING THAT IS NECESSARY WITH NO LIMITS IN EFFORT AND TIME UNTIL ACHIEVING WHAT IS DESIRED.

WHAT IS SAID IS WHAT IS DESIRED.

MAKE WHAT CAN BE DONE WITHIN THE TIME AND EFFORT THAT ARE AVAILABLE.

SAID WITHOUT CONVINCION.

WHAT IS SAID IS WHAT IS DESIRED.

PERFORMANCE STANDARDS

RECURRING COMMITMENTS

BASIC FUNCTION

IMPROVEMENT COMMITMENTS

GOALS

SUCCESS

PROGRESS PLANS

PROBLEM SOLUTIONS

IMPROVEMENTS

INNOVATIONS

PERSONAL DEVELOPMENT
QUALITY WHEN APPLIED TO THE ORGANIZATION, DEVELOPS IT SINCE THE PLANNING STAGE, TO BE EFFECTIVE, EFFICIENT AND ETHICAL. THEN, TOTAL QUALITY, PREVENTS CORRUPTION.
LET’S BE PEOPLE OF QUALITY!

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Thank you!