

WORLD QUALITY DAY

Thursday, November 10, 2016 in Tunis at the Hotel El Mouradi Gammarth 5 *

QUALITY MANAGEMENT: GOOD GOVERNANCE TO OPERATIONAL EXCELLENCE.

Optimize the Capacity of Employees for Better Operational Excellence

Angela M. Corriero

How great leaders inspire and structure great results.

Optimize the Capacity of Employees for Better Operational Excellence

- 1. Mastering Workplace Engagement**
- 2. Toyota's Management Philosophy**
- 3. Structuring Performance & High Quality**



Why?

What?

How?

Optimize the Capacity of Employees for Better Operational Excellence

Why we do what we do

- ✓ Toyota
- ✓ Apple
- Computers
- ✓ The Wright Brothers

Innovative

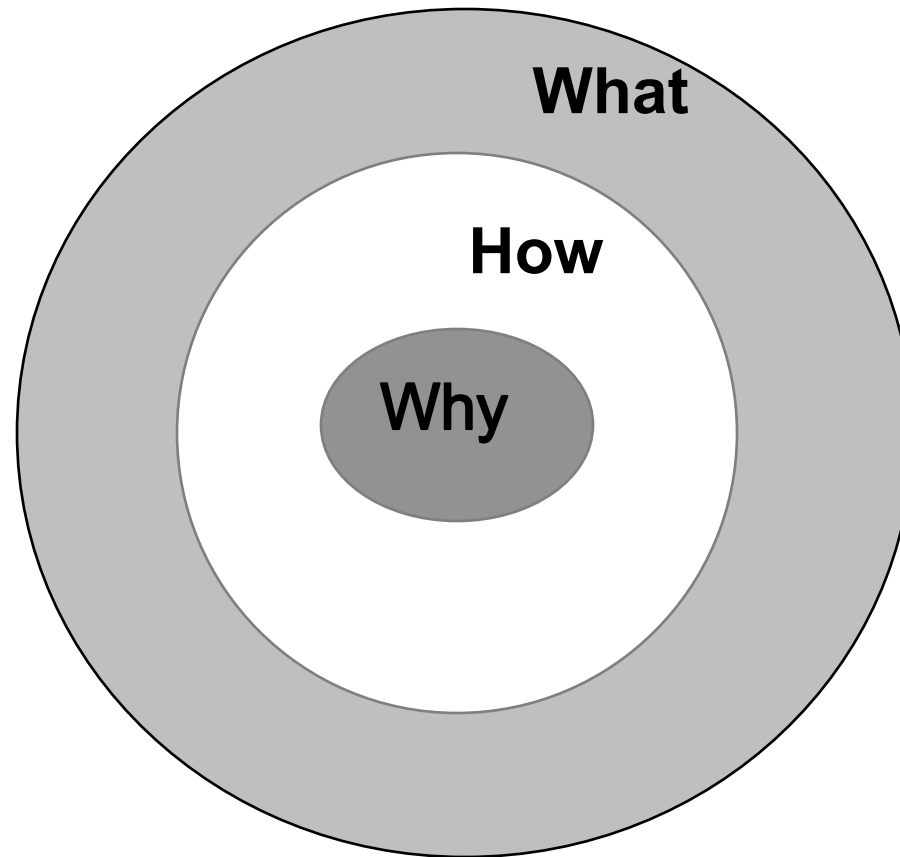
Ahead of
the Times

Passionate

Optimize the Capacity of Employees for Better Operational Excellence

Why?

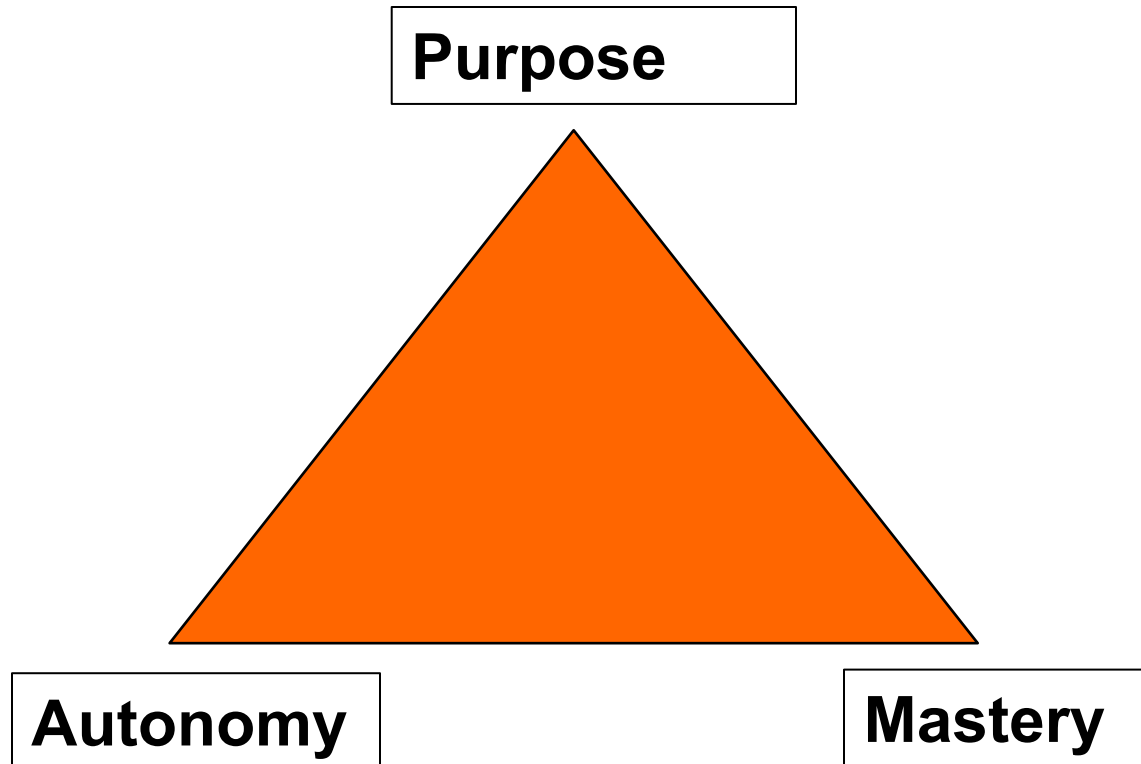
Why we do what we do



Optimize the Capacity of Employees for Better Operational Excellence

Why?

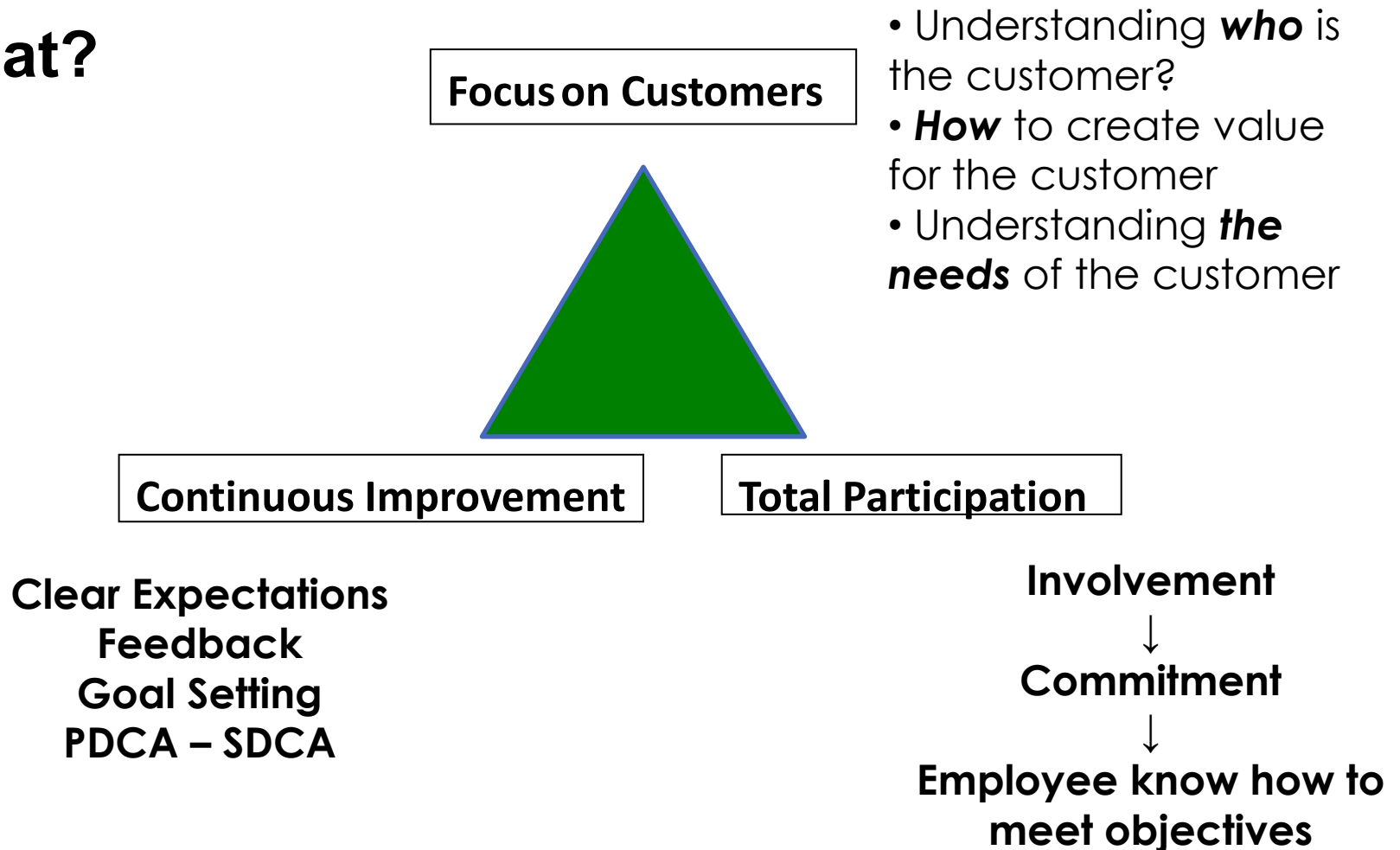
Motivation & Engagement Essentials



Optimize the Capacity of Employees for Better Operational Excellence

Dr. Shiba's Triangle

What?



Toyota – High Performance

How?



"Management must understand that improvement activities are a bottom up approach. It is the front line operators' ideas and suggestions which must be absorbed into upper levels of management."

Mr. Yasuhito Yamauchi
Fmr. Snr. Managing Director, Toyota Motor Corporation

Systemic Continuous Improvement

Staff make suggestions



Supervisor/manager reviews & decides if implementation is feasible.



Implementation occurs, adjustments made, changes are communicated



Supervisor/manager decides how to implement & makes a plan

Optimize the Capacity of Employees for Better Operational Excellence

Key:

People can only perform to the boundaries of the environment`s capability.

Optimize the Capacity of Employees for Better Operational Excellence

Capability

Skills: Focus on WHY
Problem solving, Systemic &
methodical advancement

Purpose

Do employees know how they
contribute to corporate
success? Are they recognized
for their achievements?

Performance

Are your standards and
performance expectations made
clear and upheld?

Optimize the Capacity of Employees for Better Operational Excellence



There is no royal road to success in life. It takes the right process to achieve a great result.

The founding philosophy of the Toyota Production System