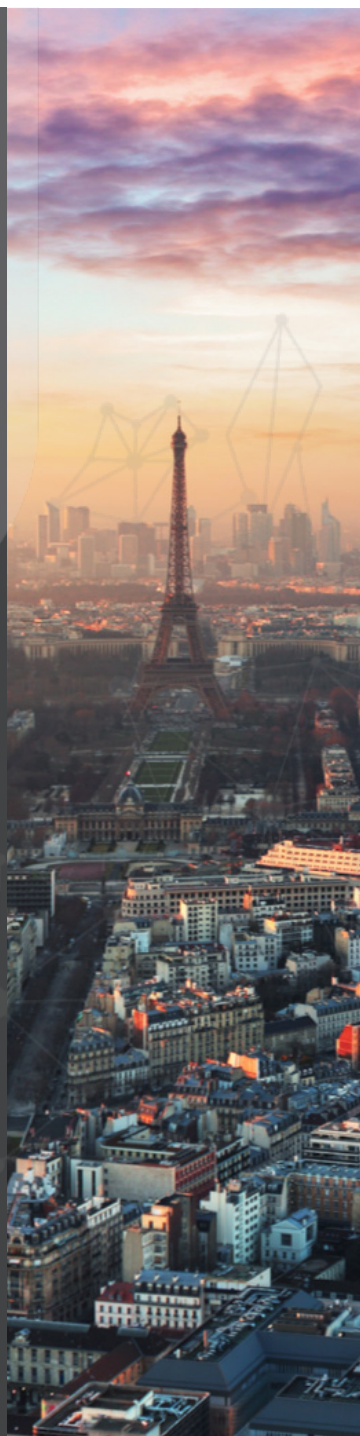


**DAY**

**2**



# **France Qualité - Quality leader, a key role**

**Pierre Girault  
& Patrick Mongillon**



EUROPEAN  
ORGANIZATION  
FOR  
QUALITY

# Quality leader





What's the way to be **The Best** ?

Do you want to be the best ?



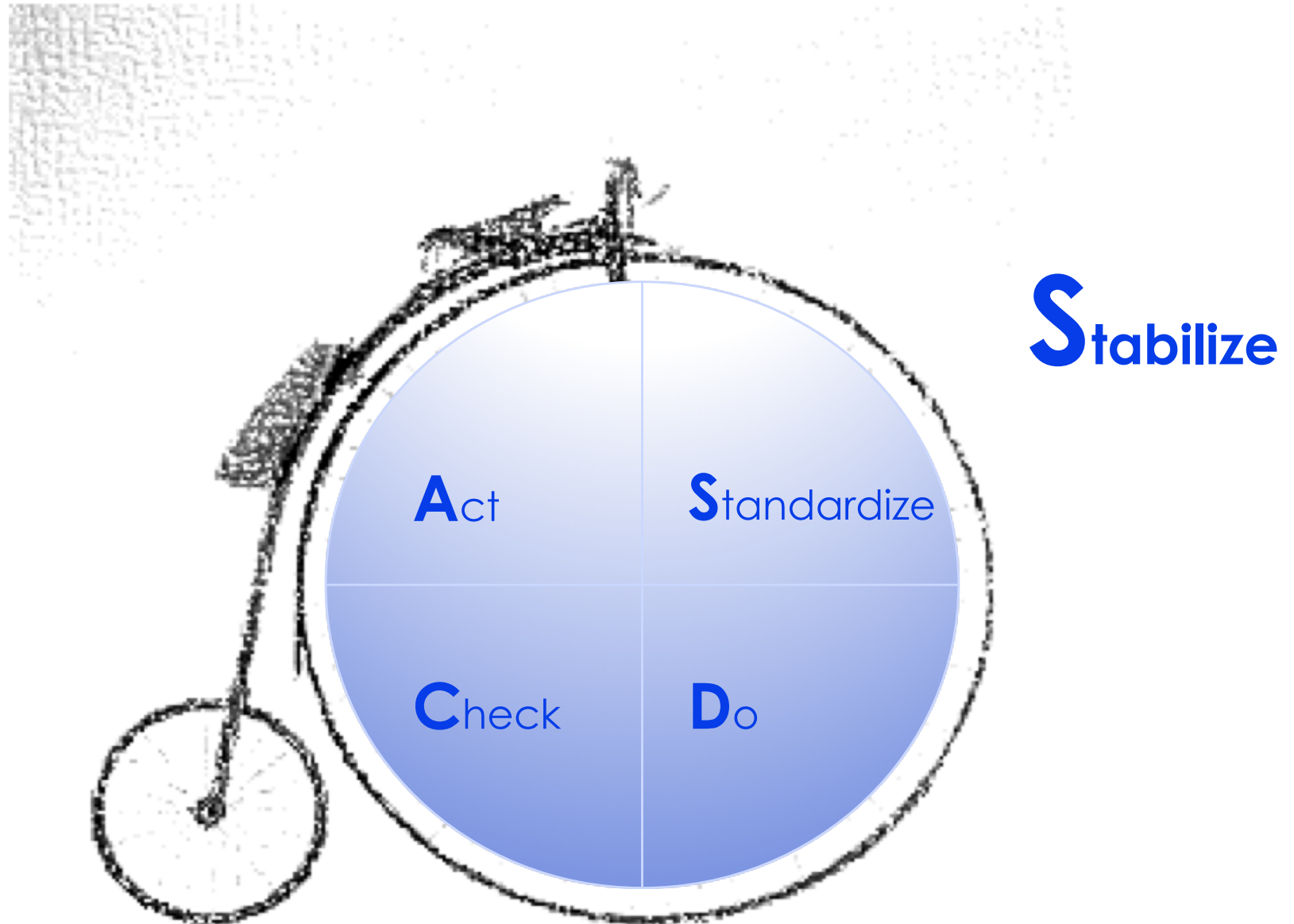
**Yes ??**

So, you have to learn  
to **ride a bike**...

And have a **“5S”** grid

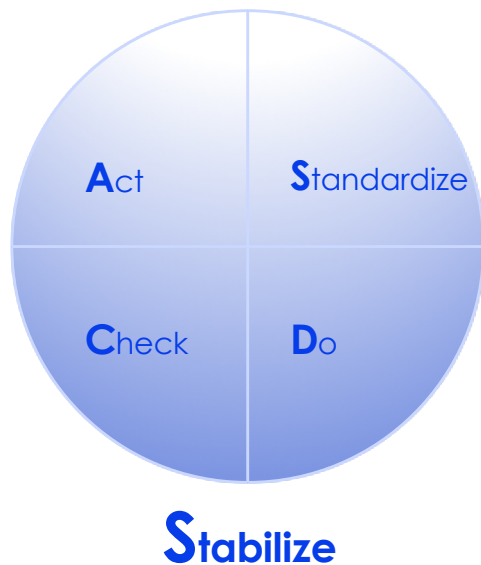


# The bicycle of Quality - 1



# The bicycle of Quality - 1

## First « S » of the grid is **Skills**



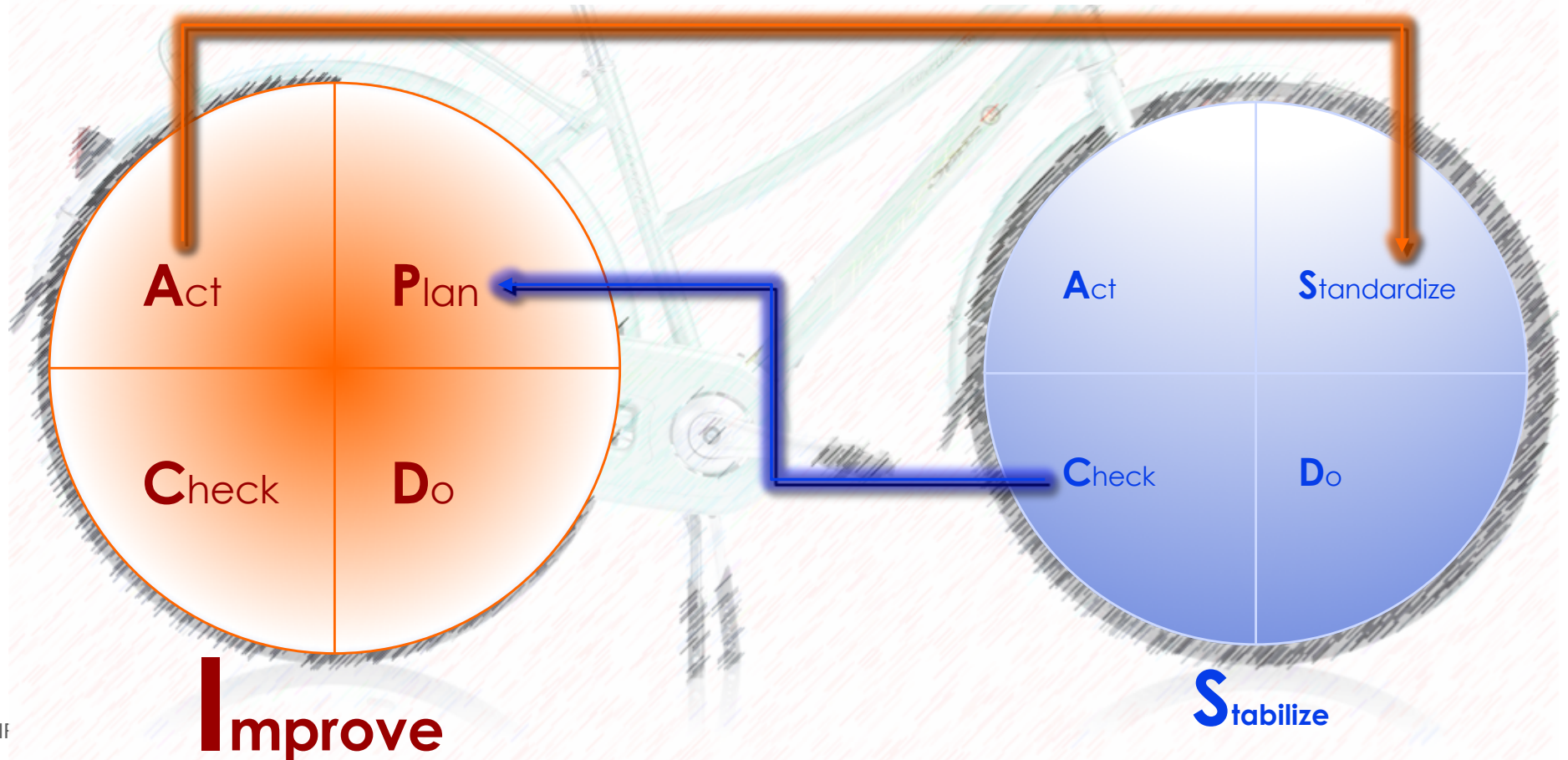
1. Ensuring compliance regarding laws, regulation – and norms
2. Consolidating a multi-users approach to build an Integrated Management System
3. Investing in professionalization courses, competencies development, and « out of the box » inspirations.

***Self-challenging professional***



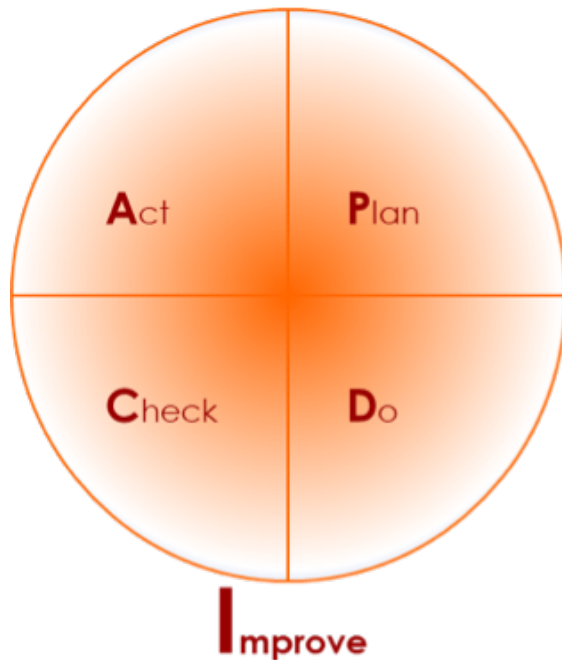
# The bicycle of Quality - 2

## Relational and Operational Excellence



# The bicycle of Quality - 2

## Second « S » of the grid is **Solutions**



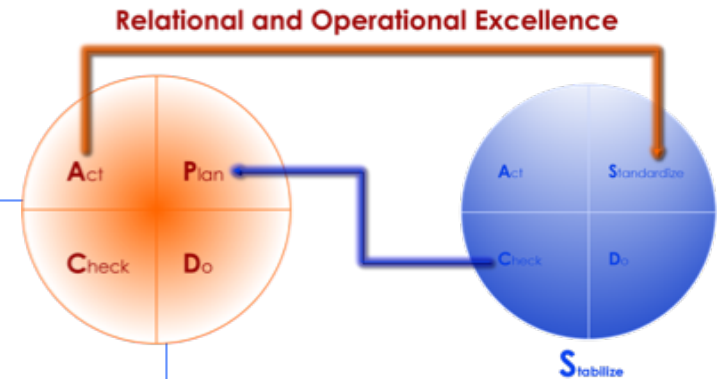
1. Mastering methods and tools in order to help managers, teams to solve problems
2. Acting as an « internal consultant » in the field of change management and transformation
3. Being the reference woman or man as far as innovation/simplification are concerned.

**Advisor**

# The bicycle of Quality - 2

## Third « S » of the grid is **Synergies**

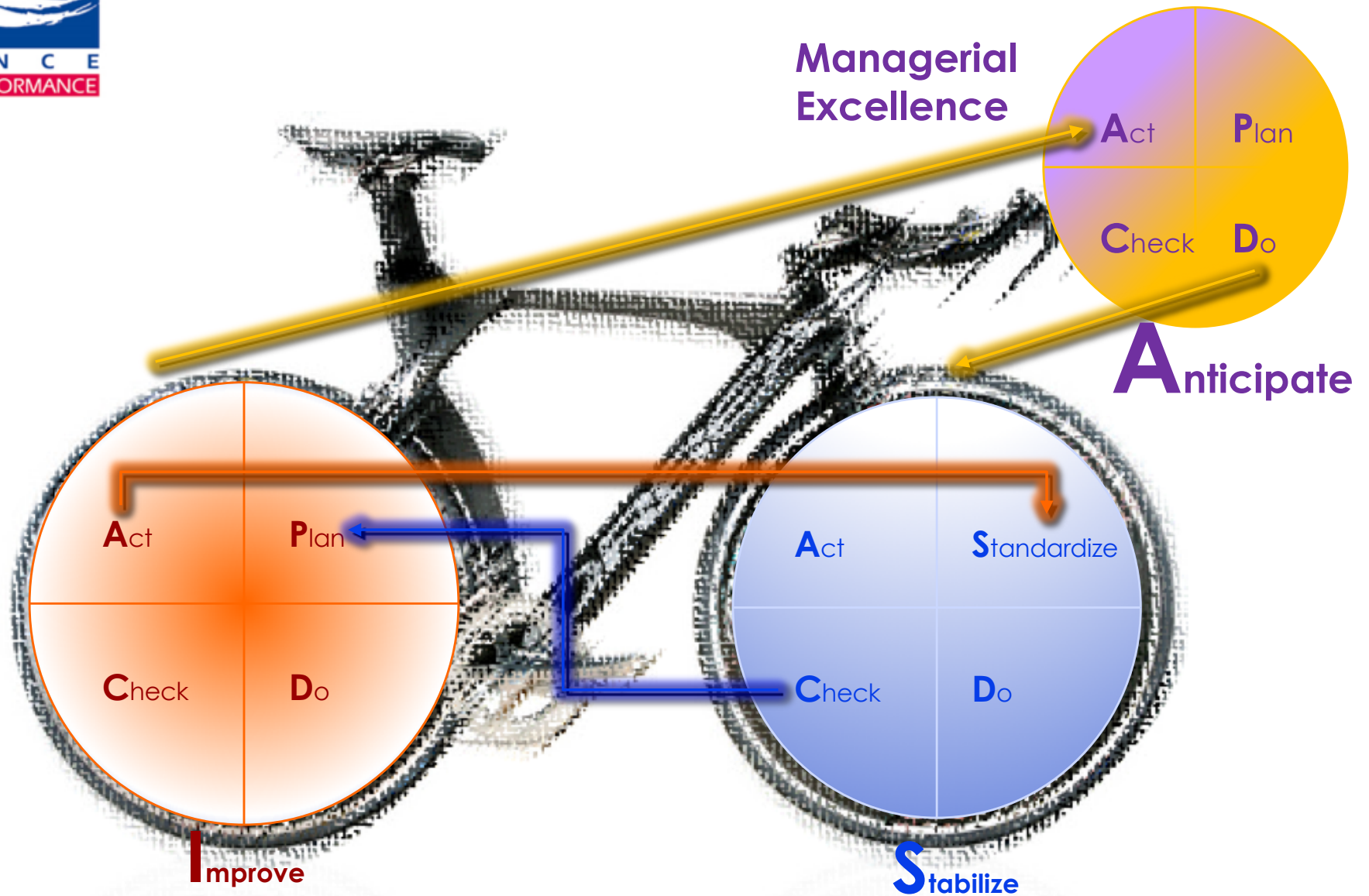
1. Leading the way in terms of processes, transversal vision and interfaces
2. Underlining the ultimate goal of any task : customer satisfaction
3. Taking into account the outside world issues.



**Coordinator  
& Mediator**



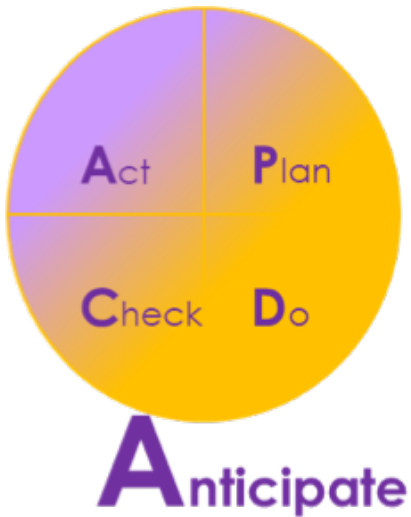
# The bicycle of Quality - 3



# The bicycle of Quality - 3

## Fourth « S » of the grid is **Strategy**

1. Dealing with the deployment of strategy
2. Following the implementation of action plans
3. Guaranteeing the integration of all stakeholders expectations.



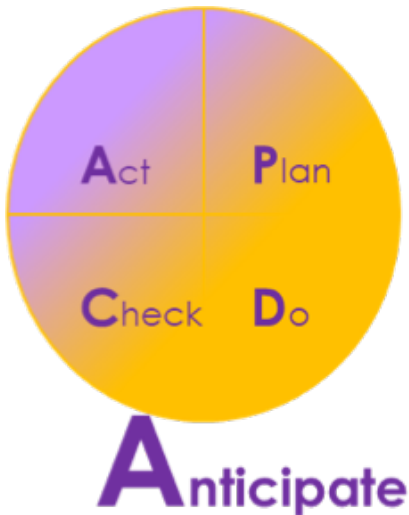
***High level manager***



# The bicycle of Quality - 3

## Fifth « S » of the grid is **Scoring**

1. Realizing (or making sure of) the measurement of results, performances
2. Strengthening a continuous improvement reflex, culture
3. Knowing the global situation of the organization, the non-quality costs, the progression needs.

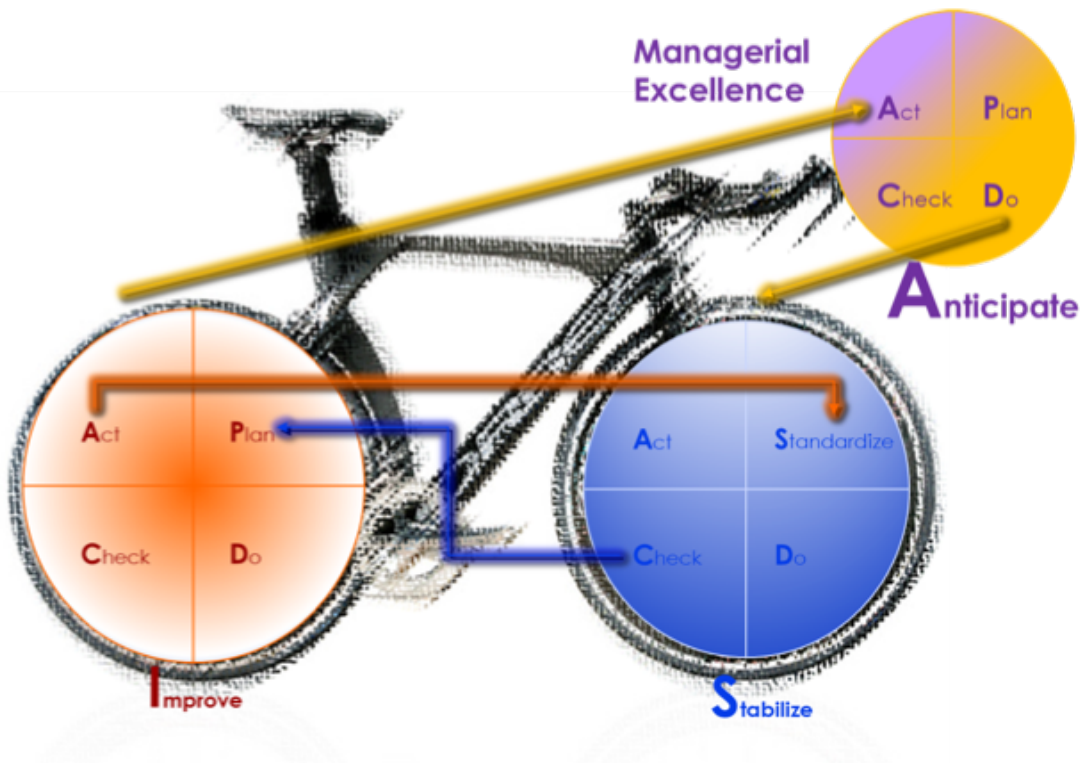


***Guardian of the temple***

# Quality leader

Be the best cyclist

With a « 5S » grid



1. Skills
2. Solutions
3. Synergies
4. Strategy
5. Scoring.