



# A NEW LIFE FOR QUALITY MANAGEMENT


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VCK CONGRESS THE FUTURE OF QUALITY  
BRUSSELS, 29TH OCTOBER 2015





**DGQ**  
Deutsche Gesellschaft für Qualität

Quality, Quality Management **DGQ**

 degree to which a set of inherent characteristics of an object fulfils requirements 

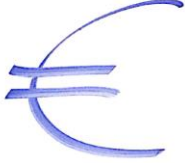
 **DIN EN ISO 9001:2015**

certification 

 **Total Quality Management**


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money or life? DGQ



means of exchange  
for resources

means for  
an end/purpose

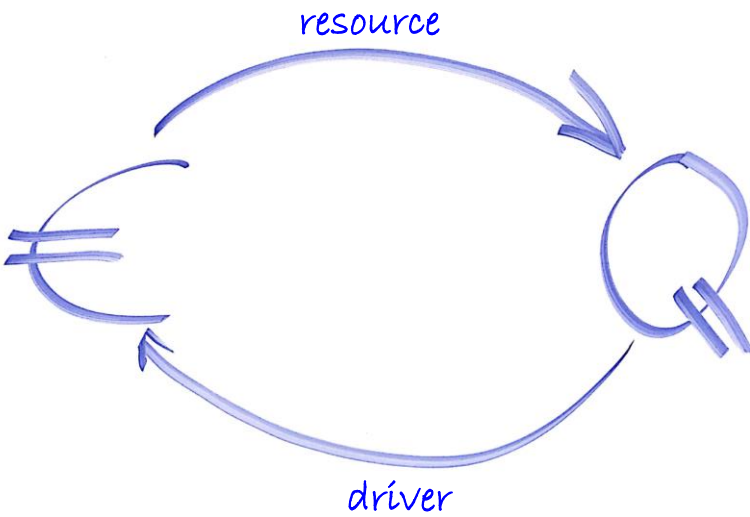


quality of life,  
nourishment for  
body, mind & soul

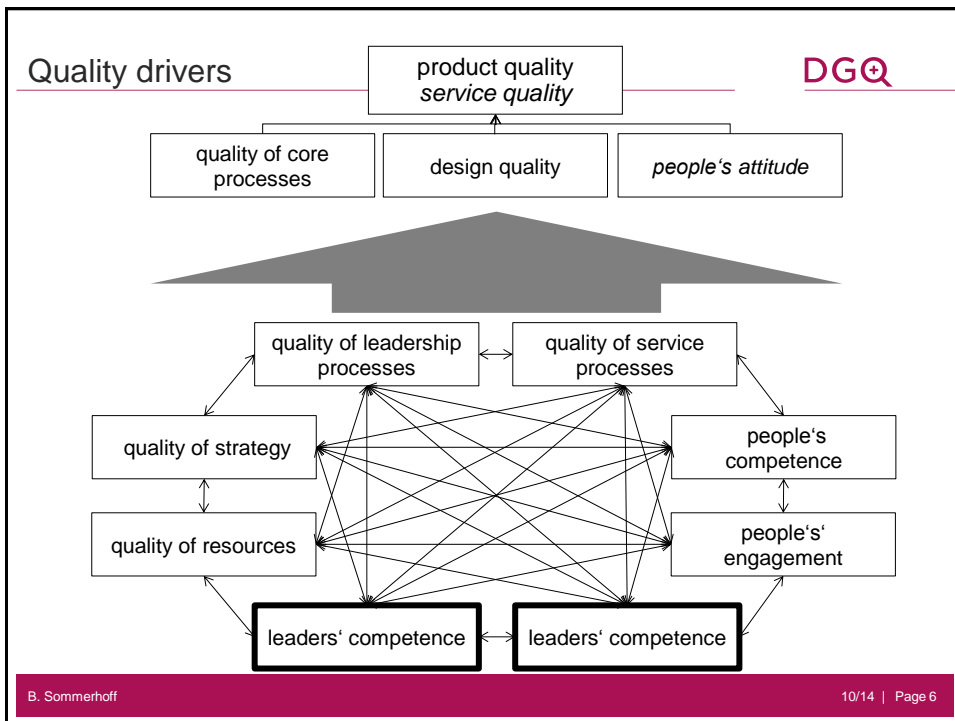
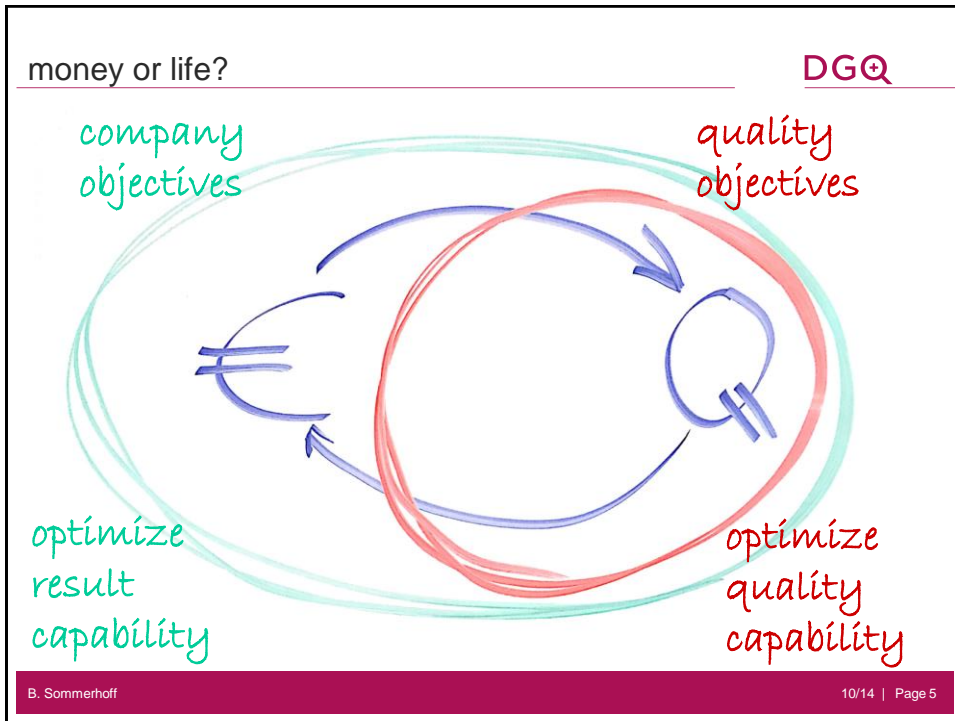
purpose

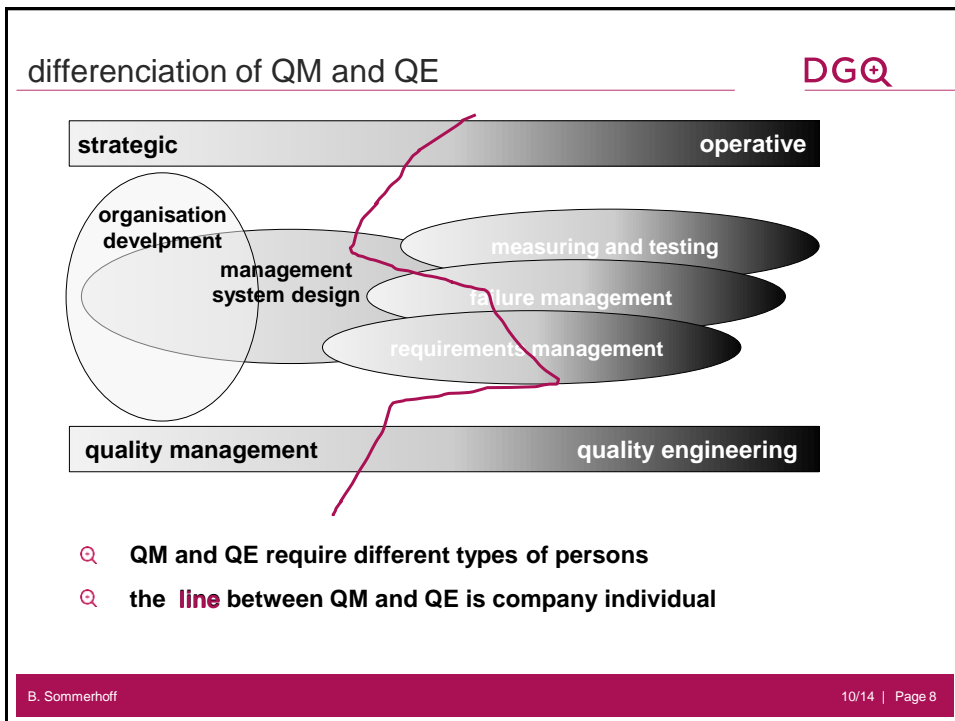
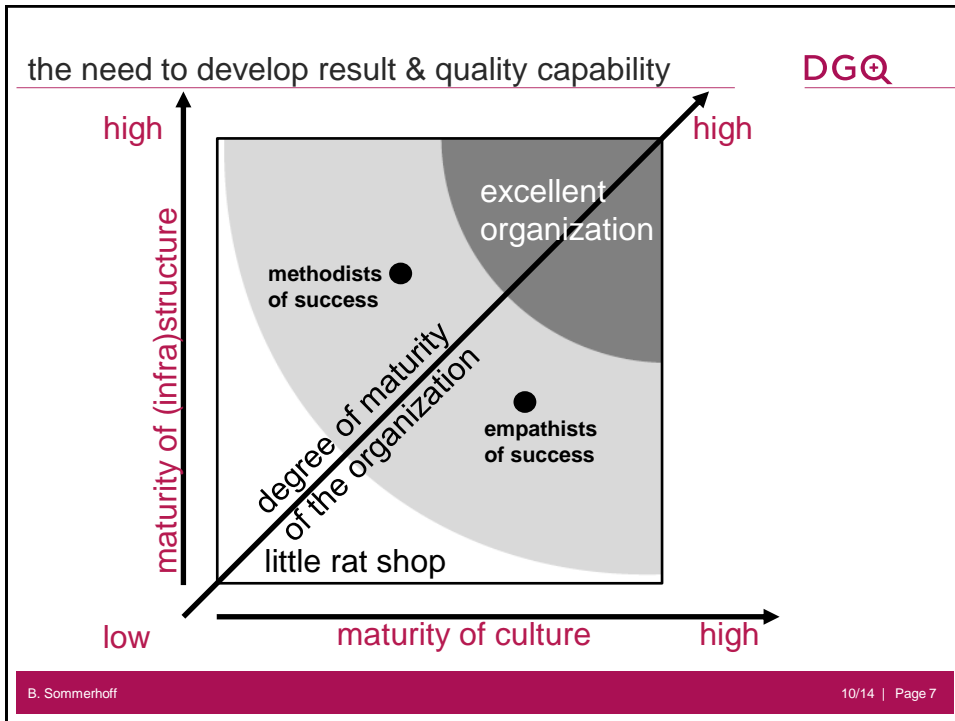
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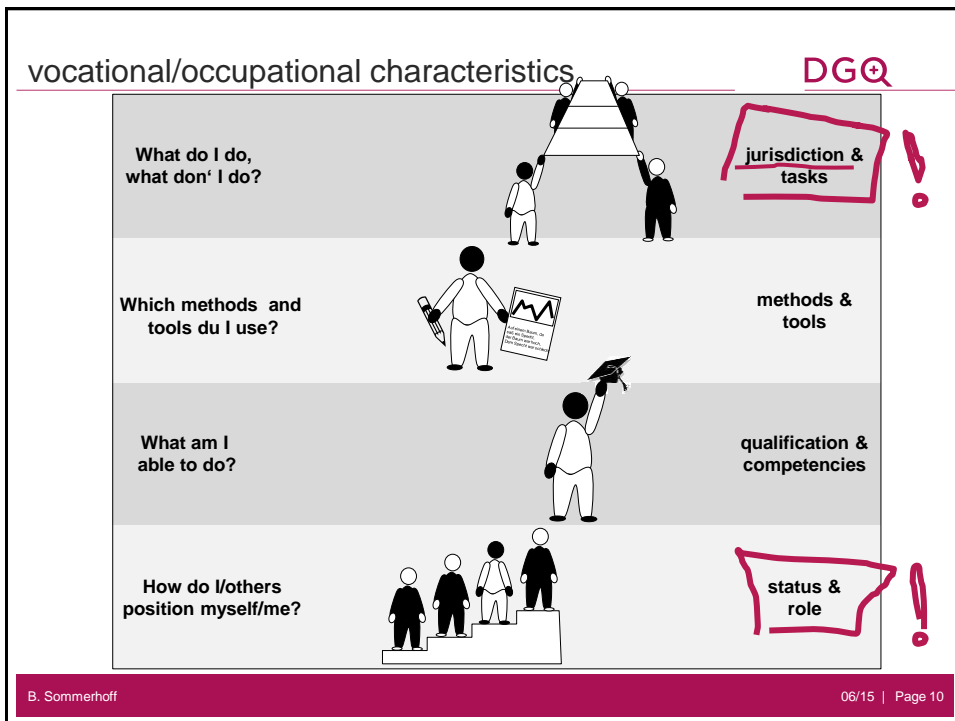
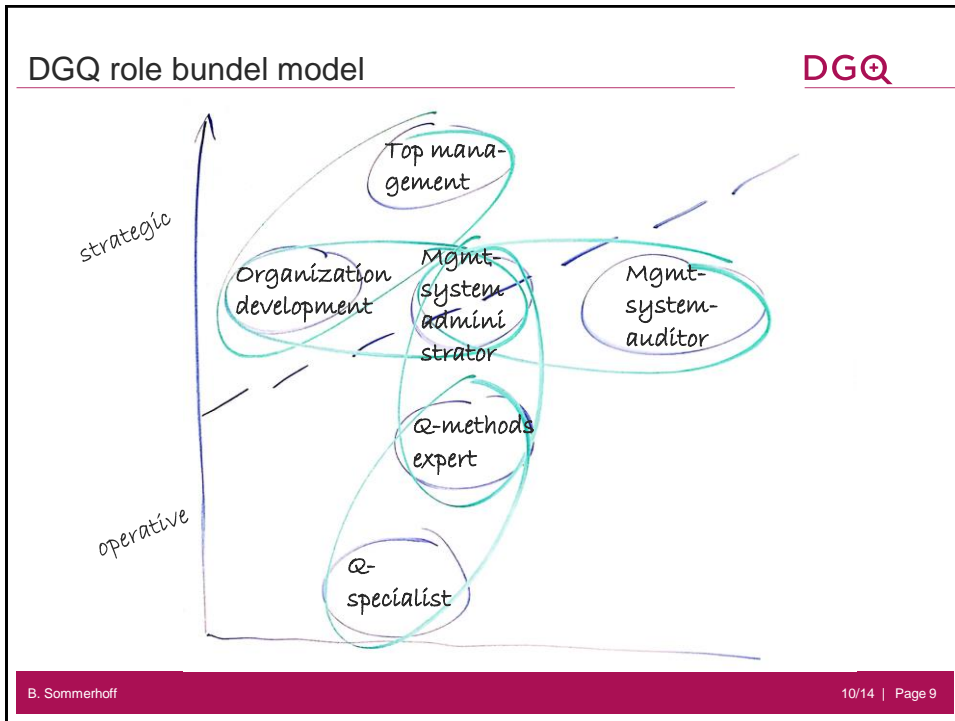
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## jurisdiction as the core driver of transformation

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for professions (occupations of high rank) applies  
(acc. to Andrew Abbott\*):

- › the claim of jurisdiction shapes the profession
- › jurisdiction is exclusive
- › there is a competition for jurisdiction
- › vacancies of jurisdictions cause changes in the system of professions

my conclusions:

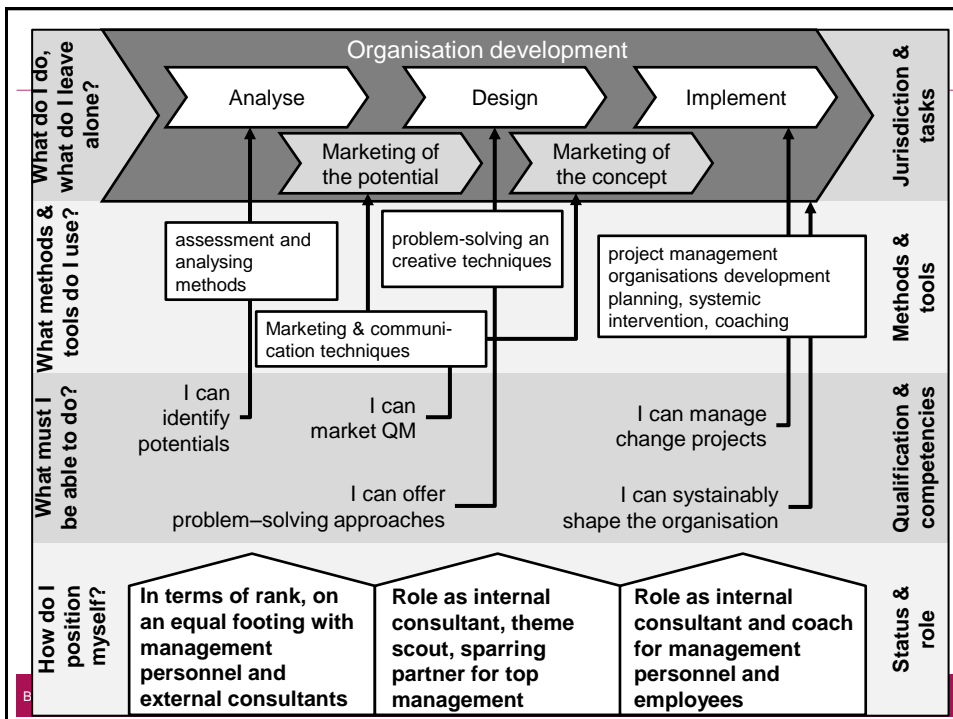
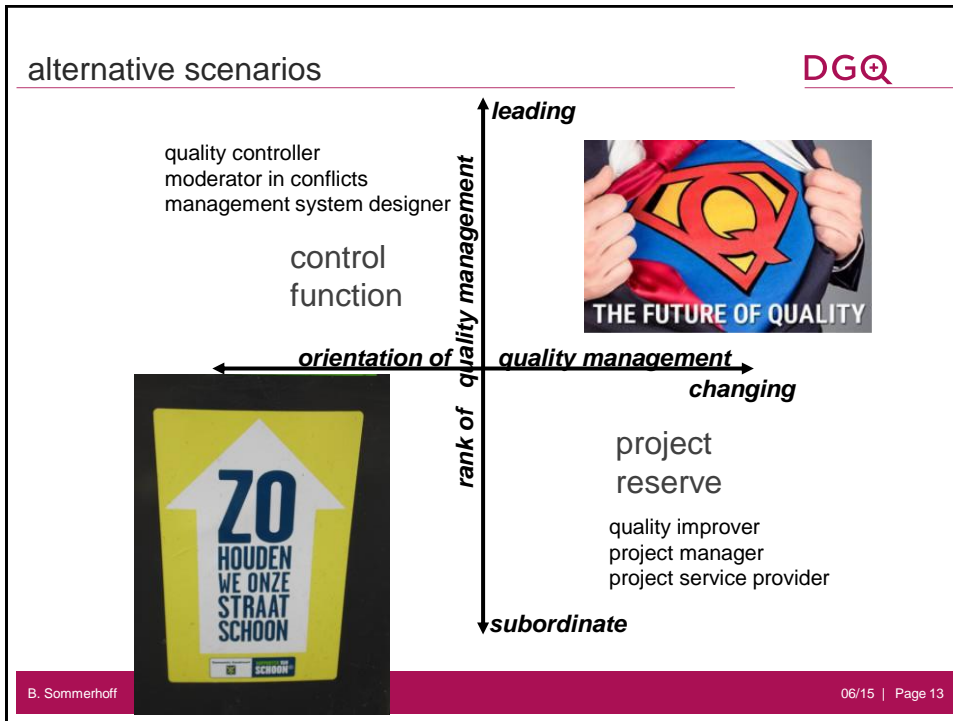
- › identify the future jurisdiction(s) to know where to and how a profession will be transforming
- › focus on exclusivity of the jurisdiction(s)

\* Andrew Abbott (1988), The System of Profession, The University of Chicago Press, Chicago

## alternative scenarios

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## Summary



- › See, explain and handle quality as a living thing. Quality is first about life. And second also about economics.
- › Quality capability is a subset of result capability. Both are gained by organization development.
- › Differentiate between Quality Management and Quality Engineering. Both are valuable. They need two different types of people.
- › Organization development is the core jurisdiction to shape the profession of Quality Manager.
- › The transformation will not succeed without a central change management.



The contact card features a large white magnifying glass icon on a light beige background. The lens of the magnifying glass contains a white plus sign. The handle of the magnifying glass extends downwards and to the right, overlapping a dark red footer area.

**Contact data**

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