

Principles of Quality Learning and Improvement

Systems (Understand your systems)

- Systems:** People work in a system. Systems determine how an organisation and its people perform
- Purpose:** Shared purpose and a clear vision of excellence align effort
- Processes:** Activities are components of processes. Improving systems and processes improves performance, relationships and behaviour
- Clients:** Clients define quality and form perceptions
- Stakeholders:** Sustainability requires management of relationships with stakeholders

Knowledge (Take time to think, learn and improve)

- Planning:** Improvement is rarely achieved without the planned application of appropriate strategy and methods
- Learning:** Knowledge and improvement are derived from theory, prediction, observation and reflection

Variation (Measure progress)

- Data:** Facts and data are needed to measure progress and improve decision making
- Variation:** Systems and processes are subject to variation that affects predictability and performance

People (Remove barriers to motivation and improvement)

- Motivation:** Removing barriers to intrinsic motivation improves performance
- Change:** Change is a process not an event
- Leadership:** It is everybody's job to improve the systems and processes for which they are responsible by working with their people and role modelling these principles



www.qla.com.au

Canberra: PO Box 897, Belconnen, ACT 2616 Phone 02 6251 3870 Fax 02 6251 3871

Melbourne: PO Box 624, North Melbourne, Victoria 3051 Phone 03 9370 9944 Fax 03 9370 9955