

A word from the experts

Promoting a quality culture

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Do you need to promote quality? That could be a loaded question depending on who and how you ask that question.

In a perfect world, quality should not have to be promoted. It should be woven into every conversation and action we take during our daily workday. But if you really deal with this question in a practical way, quality does need to be promoted.

Quality is having a forward vision – Quality Policy
Quality starts with everyone at all levels within the organization
Quality starts with knowing what to do – procedures
Quality starts with understanding how you need to do it – training and competence
Quality is understanding how daily tasks connect to the bigger picture – org charts and process flows
Quality is assessing objectives – KPI Management
Quality is process verification – internal audits
Quality is updating Management – Management Review and organizational communication
Quality is evolving and adapting – Continual Improvement
Quality is reporting issues and resolving them – Complaints and CAPAs

Quality is in everything that we do, but to really make it effective (meaningful and sustainable) it should be on everyone's radar at all levels. Quality should be a part of routine team meetings and discussions. Quality training should be carried out for new hires and on an annual basis.

Internal audits are about the most effective way to promote quality. Get people involved and hold them accountable to action items which will drive improvement.

Quality is a self-sustaining pillar of a company's success, so take the challenge to speak about it each day.

If you would like more information on our audit program please feel free to contact me at:
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