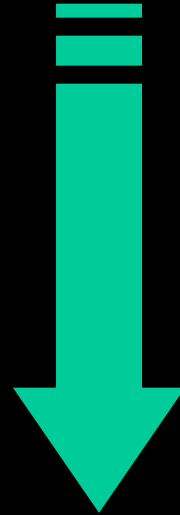


Quality control

Thrive... or fade away!

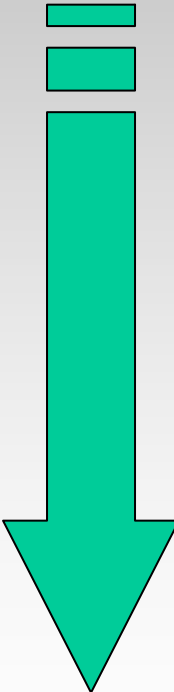


Certification



Quality Manual (QM)

Beyond certification

- 
- Feeling of achievement
 - Relief
 - Exhaustion

The Quality Manager

...

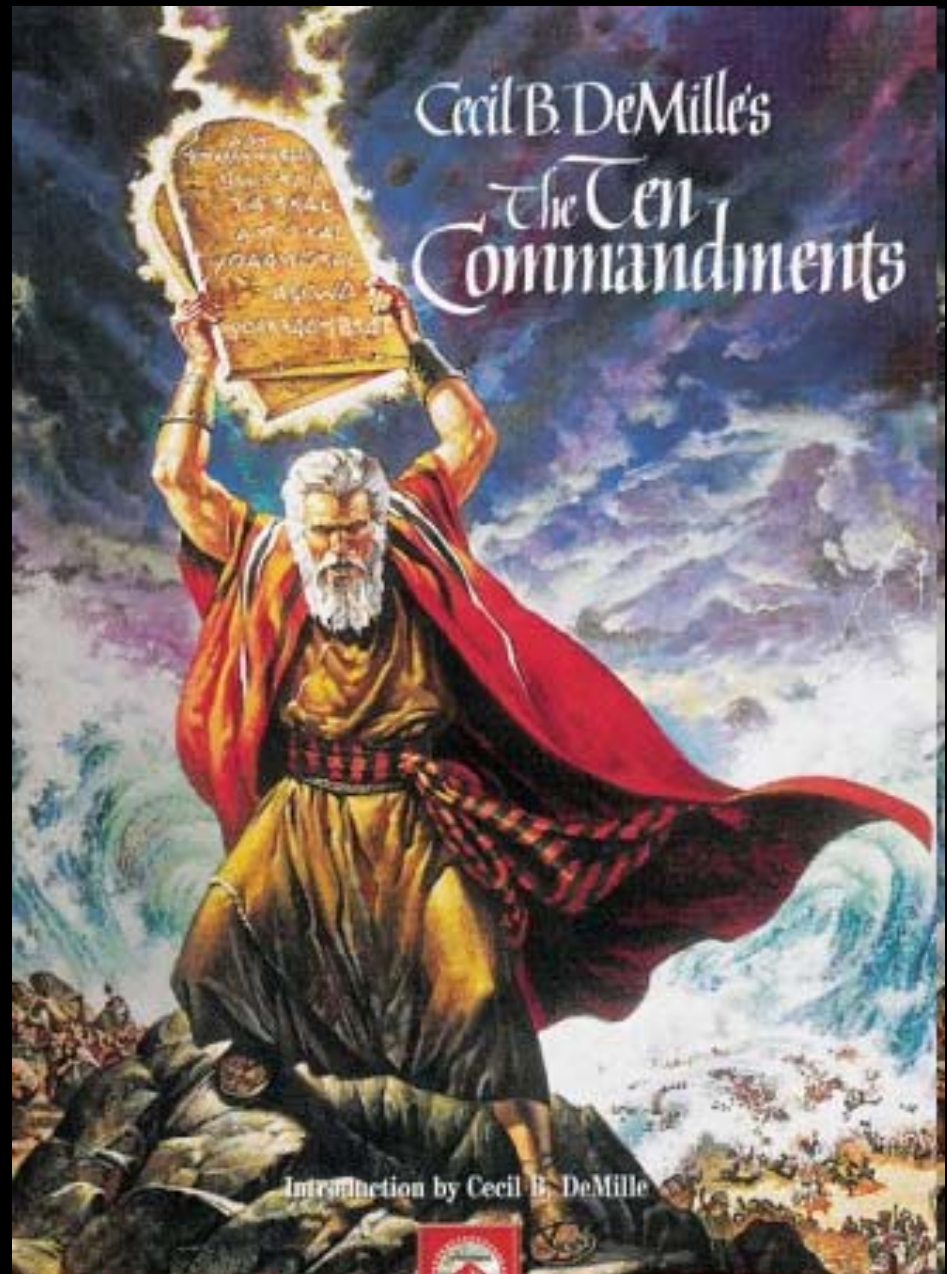


Quality Manual (QM)

Hero of
modern
times

...

Quality Manual
(QM)
reloaded..

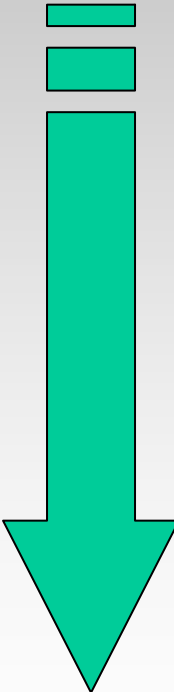


WIDESCREEN



COLLECTION

Beyond certification

- 
- Feeling of achievement
 - Relief
 - Exhaustion

- « Mausoleum syndrome »
- Too complicated or fragile to be handled.
- « *The guy next door will do it better.* »
- Cosmetic changes to keep the auditor happy...

« *Store it for Christmas* »

- Mausoleum status
- Too complicated to be handled
- « The guy next door will do it better. »
- Cosmetic

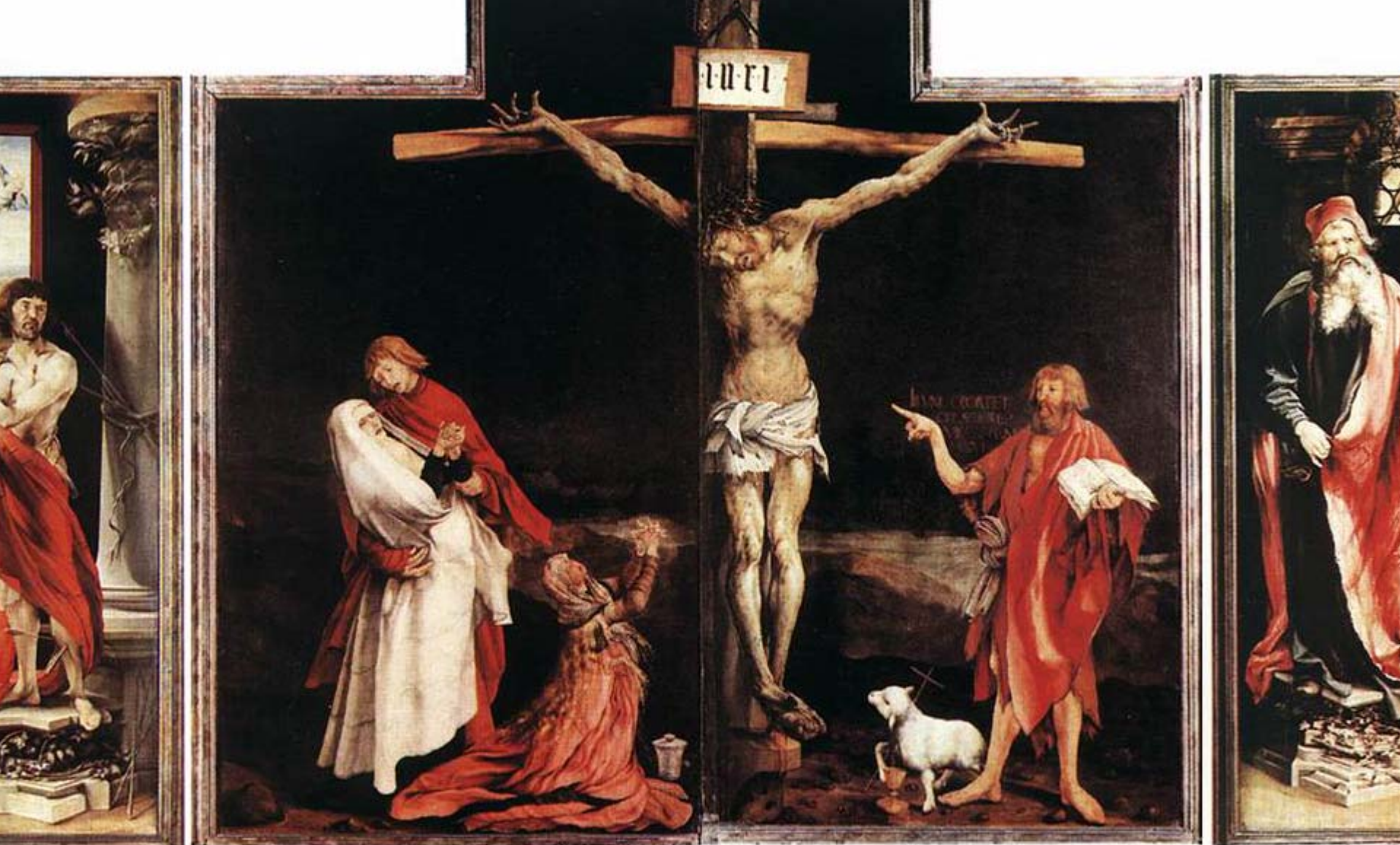


Who must feel involved?

- Leadership

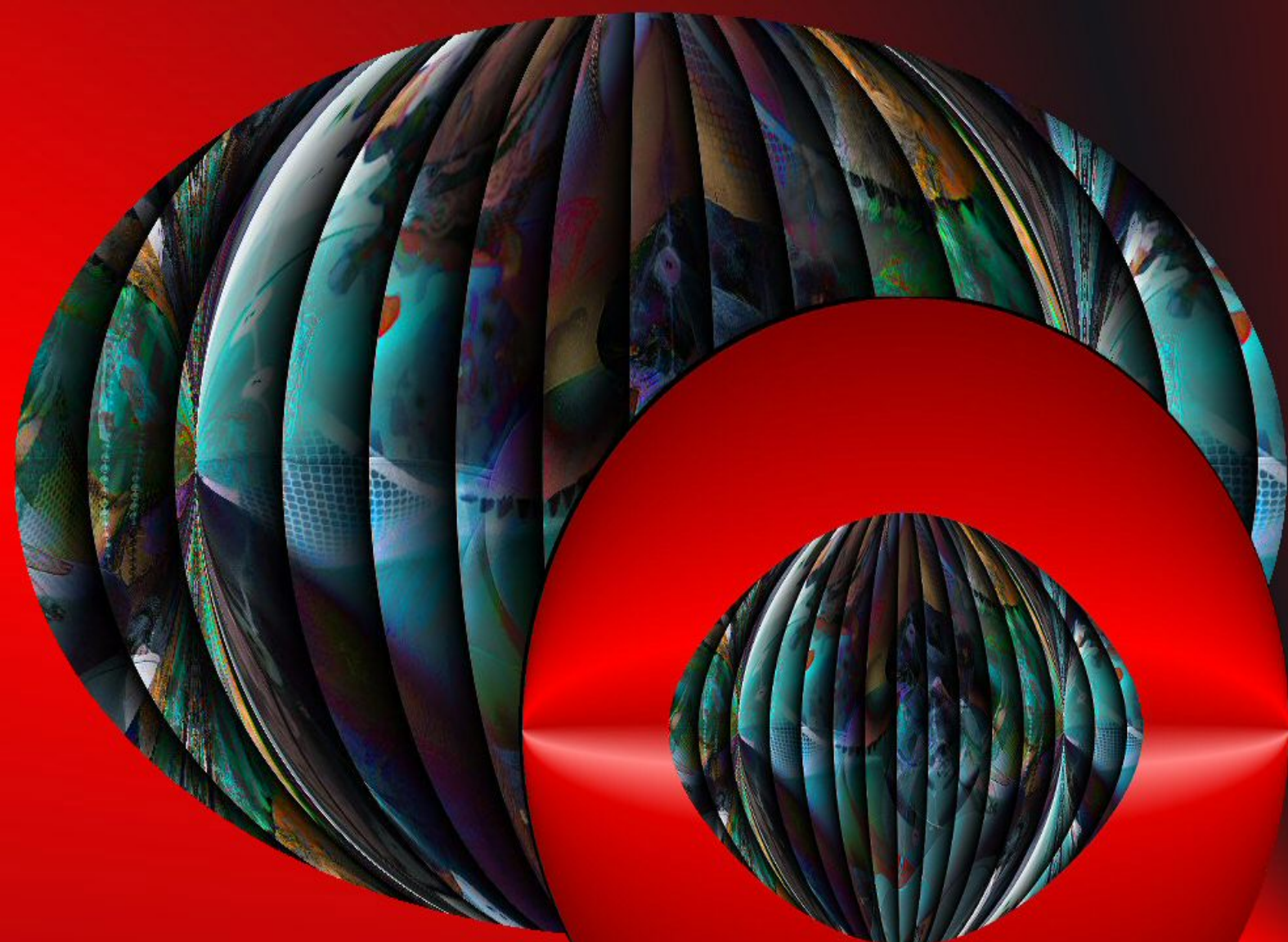


Something in between...



Who must feel involved?

- Leadership
- Pathologists (at least one...)
- Technicians (at least one...)
- Administrative (at least one...)



A path to adaptative rules?



A fanatic is one who can't change his mind and won't change the subject.

Sir Winston Churchill

British politician (1874 - 1965)

Suggestions to keep it alive.

- Set few and **simple goals** as well as deadlines.
 - Improvement requests must be « **easy and fast** ».
 - Make a **digest version** of the QM.
 - Choose carefully **people in charge**.
 - From **spreadsheet** to **website**
-

Suggestions to keep it alive.

- Avoid « **rigor mortis** » induced by too rigid models.
 - Avoid falling back into « **anything goes** ».
 - Make staff meetings available for **free speech**.
 - Make an easy-to-read **dashboard of improvements**.
 - **COMMUNICATE! COMMUNICATE!**
-

A photograph of a woman with short brown hair hugging a man with curly brown hair from behind. They are both smiling and appear to be at a social event. The background is blurred, showing other people and warm lighting.

*Every improvement in communication
makes the bore more terrible.*

Frank Moore Colby

