In Pursuit of Excellence... Quality never stops

Quality Week 2011 may be at an end but the focus on Quality never stops. It’s too easy to forget that “anything that can go wrong, will go wrong” (see Monday’s post) or that it’s important to be adaptable to change (see Tuesday’s post).

Over the past week, we’ve shared some thoughts on pursuing excellence with you... now it’s your turn.

Is it fair to assume that anything that can go wrong, will go wrong?

Murphy thought that this was the safest way to operate, but there may be times it results in excessive testing and bureaucracy. What’s your experience?

What’s the best way to handle change?

It can be difficult to make changes to procedures and processes that have been in place for years... and ensure that the changes are implemented! Have you ever had to change a system that has been around for a long time? What challenges did you face and how did you overcome them?

What measures have you put in place to pursue excellence?

PRI and our customers have shared some of the ideas they have implemented to pursue excellence in customer service and operational activities.

How do you plan to keep the focus on Quality over the next twelve months?

Now that Quality Week 2011 is over, how will you ensure that Quality remains a foundation of your business throughout 2012? Please share any ideas and best practices that may be of interest of benefit to others.

Please send your responses to the above questions and any feedback on PRI’s celebration of World Quality Week to pri@pri-europe.org.uk