

# 5 building blocks for a culture of life science quality

# What do we mean by a culture of quality?

1

The culture of your organization is the embodiment of the core values, guiding principles, behaviors and attitudes that collectively contribute to your daily operations.

2

Culture drives the working practices and processes used to accomplish an organization's work.

3

Culture matures over many years as norms are passed from one generation of staff to the next.

4

Modifying an organization's culture and bending it into a culture focused on quality requires significant effort.

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We've assembled 5 crucial building blocks your life science business needs to embed a real culture of quality.

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***A quality culture exists when all employees seamlessly embed quality improvement into their daily activities.***

***There is no discernable QMS as such - just a business management system that routinely delivers high-quality products and services.***

— Richard Green, Kingsford Consultancy Services

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# Is your life science business built for quality?

The necessary systems and structures need to be in place to support a culture of quality. **Typical indicators include:**



A strong governance structure to drive quality initiatives and make people accountable



Quality improvement efforts that are in sync with organizational and strategic priorities



Efficient and easy data analysis and reporting



A single source of quality information, from policy and SOP documentation to CAPA activity and training



Data-driven decision-making

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## Section 1

# Leadership as quality advocates



# Are your business leaders quality advocates?

## Typical indicators include:



Leaders are committed to quality and hold their teams accountable for driving quality improvement



Top management proactively provide the necessary resources to build and sustain a quality culture



New team members are recruited with quality and quality improvement in mind



Quality improvement isn't dependent on a single person



Leaders recognize and overcome barriers and blockers to a quality culture



When leaders leave, quality improvement goes on

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## Section 2

# Empowered employees



# Are your colleagues empowered?

Typical indicators include:



Employees are trusted to introduce quality improvements related to their roles



Employees have the competence and support needed to discharge and improve their roles



Job descriptions and appraisals center around quality



New recruits receive quality training

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## Section 3

# Customer and patient centricity



# Are patients and customers front and center of your day-to-day activity?

Typical indicators include:



Patient and customer needs dictate decision-making and daily operations



Expectations are consistently met and exceeded



Customer and patient sentiment is actively harvested, analyzed and applied in decision-making and quality improvement processes

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## Section 4

# Collaborative working



# Is collaboration normal and automatic?

## Typical indicators include:



Quality isn't relegated to the responsibility of a single environment



Informal groups generate ideas, innovate and suggest improvements



An environment of peer learning and knowledge sharing has been established



Teams routinely gather to brainstorm, solve problems, drive quality improvement and share learned lessons



Teams are set clear goals and targets that overlap

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## Section 5

# Continuous improvement



# Is quality improvement natural and constant?

## Typical indicators include:



Employees routinely apply quality improvement tools and methods to solve quality problems and embed improvements.



Both incremental and 'big bang' improvements are embraced and encouraged.



Corporate quality initiatives consistently generate measurable quality gains.



Quality improvement occur at all levels and in all departments of the business.

# A culture of quality starts with a single source of quality truth.

## See our quality management software in action today.

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