

Quality Systems in LIS – The real key to quality

A personal and pragmatic view

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Contents of this presentation

- ◆ Some general thoughts on the success - and failure - of quality systems in LIS
- ◆ What are the factors in achieving a successful system?
- ◆ Some personal thoughts
- ◆ The real key to quality
- ◆ Please feel free to interrupt & discuss throughout!



Quality in LIS

- ✦ Background of LIS Quality implementation in the UK
- ✦ Approaches to quality
 - Quality Circles
 - Customer Care
 - Quality Assurance
 - Total Quality Management
 - Investors In People
 - Chartermarks, Service Level Agreements
 - Performance Indicators, Benchmarking
 - Best Value



Summarise approaches to quality as

- ✦ Quality philosophies
- ✦ Quality systems
- ✦ Quality mechanisms
- ✦ Quality mentality



What has worked?

- ✦ All of the above!
- ✦ WHEN:
 - Commitment to a quality ideal
 - Practical, measureable, appropriate systems
 - Involvement



What hasn't worked?

- ✦ All of the above!
- ✦ WHEN
 - Quality is not truly recognised or properly defined
 - ◆ Quality is subjective
 - ◆ Quality and fitness for purpose
 - ◆ Quality vs value
 - Operational needs are overridden
 - ◆ The quest for an external standard
 - ◆ Bureaucracy
 - The system is subverted
 - ◆ People don't care
 - ◆ The means become the ends



WHY?

- ✦ What should we be looking for?
- ✦ The importance of a quality mentality
- ✦ The importance of a mechanism to implement it
- ✦ The importance of an operational needs basis
- ✦ The importance of PEOPLE



When should we address these issues?

- ✦ All the time!
 - Planning
 - Development
 - Implementation
 - Operation
 - Maintenance



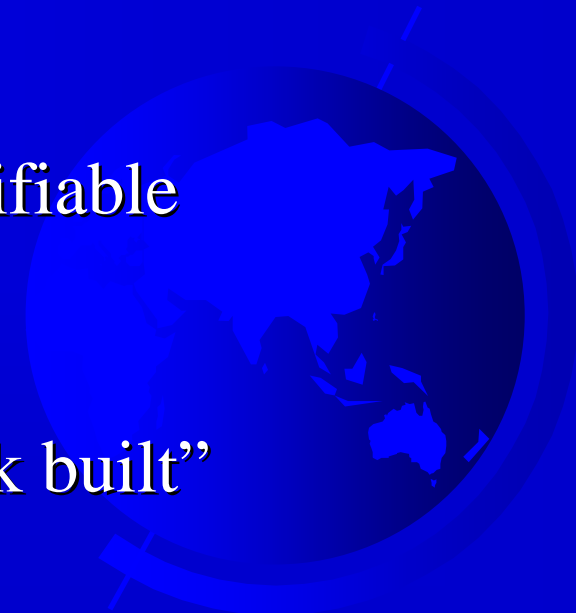
How do we make it work?

- ◆ Vision
- ◆ Leadership by example
- ◆ Transparency and honesty
- ◆ Teamwork and involvement
- ◆ Proof by execution
- ◆ “Keep your eyes on the prize”
- ◆ Doug Phrang’s point of view

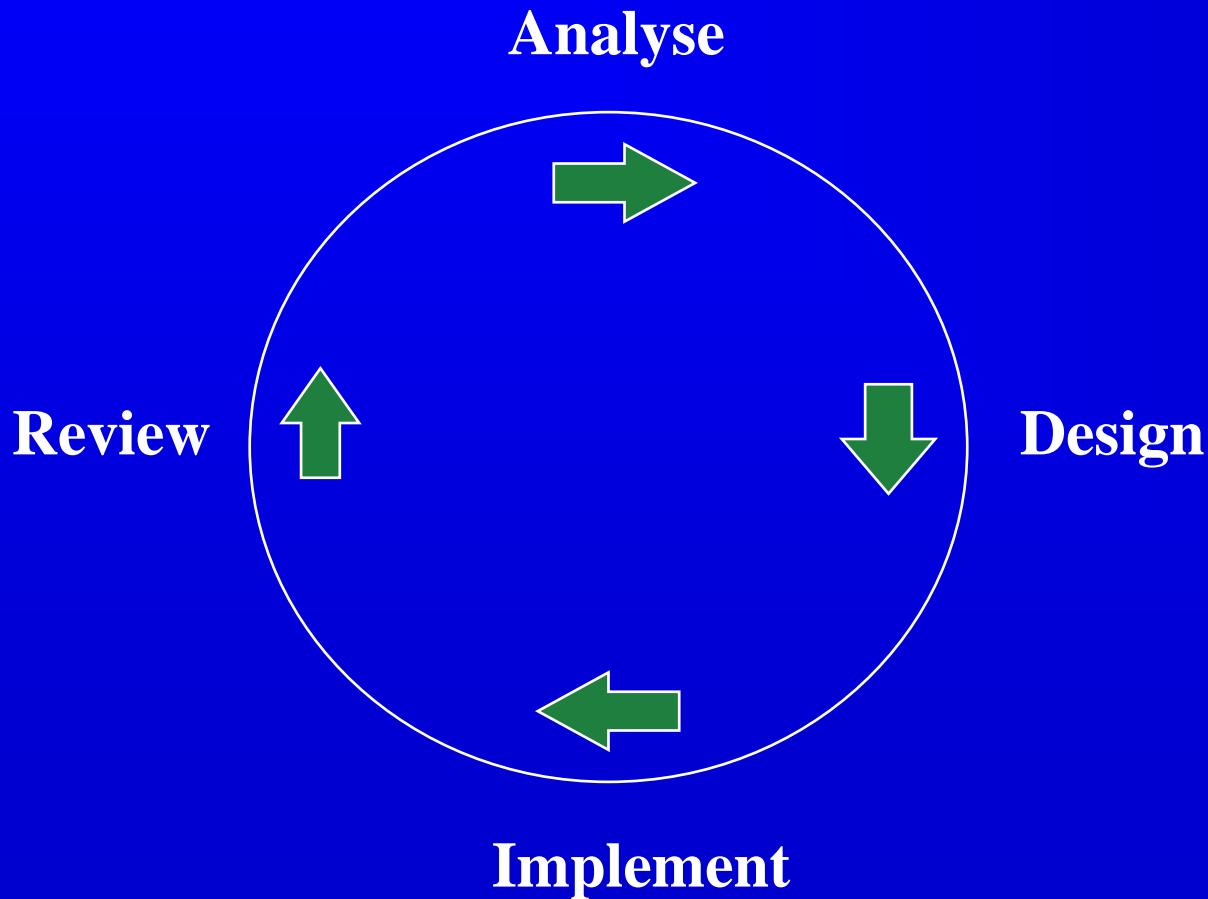


Some personal thoughts

- ◆ On the UK experience
- ◆ Pervasiveness of true quality management
- ◆ Importance of commitment
- ◆ Internal and external use of quality systems
- ◆ Dangers of subversion
- ◆ Need to define your own system
- ◆ Importance of including formal, verifiable mechanisms
- ◆ Real benefits of a quality system
- ◆ Being serious – “The house that Jack built”



The Continuous Improvement Model



The real key to quality

✦ PEOPLE

- Our systems are FOR people
- They are created BY people
- They are delivered THROUGH people

✦ Quality comes by understanding and generating the INVOLVEMENT of people

✦ The PEOPLE are more important than the SYSTEM

✦ People drive the system – NOT the other way round!



Thank you for listening
– please ask questions!

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