

TBS Quality Model: sustaining a QUALITY culture

Your **TIMELY GUIDE** will provide you with support no matter where you enter into the Quality Model process. From intensive hands-on practical assistance to get you through the critical period, or with tools, models, training, mentoring and coaching as you create and manage your new Quality culture.

A Critical Response

Frequency: Intense blocks of time

In response to:

- Failed audit
- Significant non-conformance
- Loss of compliance staff
- Change of strategic leadership
- Pending external audit

Outputs: Map risks, internal audit/self assessment, immediate action with processes and documentation, training/facilitation, communication

Outcome: Reduced risks & non-compliance, culture change ready

A Sustaining Response

Frequency: Scaled periods of time

In response to:

- Post-audit Action Planning
- Planning self-assessment
- Efficient processes
- Excessive documentation
- Quality staff functions

Outputs: Map processes, refine paths, design quality culture & standards, shift monitoring & responsibility, training/facilitation and communication

Outcome: Re-framed Quality culture and practices under implementation

A Monitoring Response

Frequency: Agreed spans of time

In response to:

- Maintaining practices
- Monitoring self-assessments
- Strategic support to quality staff
- Governance reporting
- Implementing new business

Outputs: Review practices and systems, check monitoring pathways and aligned improvement actions, analyse cost shifts, and satisfaction.

Outcome: Effective Quality Culture & efficient and self-sustaining monitoring practices

CONTACT US TO DISCUSS YOUR NEEDS