

Quality gained its place as an important business requirement back in the 1950's and was synonymous with names like Crosby, Deming, Juran, Ishikawa and Feigenbaum. It was in the 1980's that TMI was the only organisation to introduce the notion that Quality is about people and so the Personal Quality concept was born. The Personal Guarantee programme is a core component of Personal Quality and it not only develops awareness around quality it also focuses on how we can learn to increase the quality of every detail in our every day activities.

Personal Guarantee is a powerful quality concept underpinned by the principle that the person who performs a task guarantees its quality; meaning that this person has checked their own work – and is not only proud to put their name TO it, but also ON it.



## How You Benefit

- Develop your Quality awareness there'll be fewer mistakes
- Ensure that the names of teams and those in them and their reputation is associated with Quality
- Raise awareness about Quality and by promoting it in the team and organisation trust and respect grows
- Get the details right so that work doesn't need to be checked by others and thus avoids criticism



## Who Should Attend

Everyone in the organisation



## Duration

2 Days for 12 – 15 participants



## Participant Materials

A 47 page A4 Participant Handbook including self-assessments and exercises that support the learning in this programme.



## Style

A facilitated programme with trainer led presentations, activities, group work, practical discussions and integrated work based situations

**Our emphasis is on the LEARNING and the workplace application of skills by the LEARNER**

**Let's get started!**