

QUALITY 5.0 – SUSTAINABLE SUCCESS

Prof. Mats Deleryd, President and CEO of the Swedish Institute for Quality, SIQ

ISQ 17th Annual Conference 2020 – Quality for Sustainable Development

www.siq.se
www.ski.se

SIQ – Swedish Institute for Quality - VISION



A society where all organisations are developing a customer focused, sustainable management approach which captures and builds on the potential of all citizens and organisations.

Mats Deleryd - My connection to India

SIQ

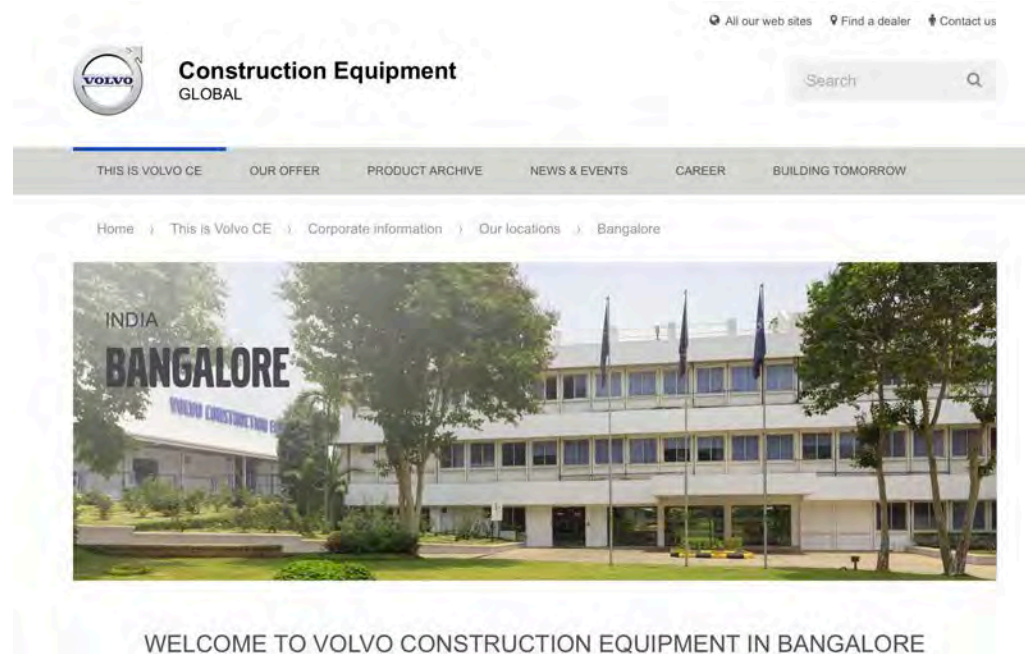


VOLVO CONSTRUCTION EQUIPMENT'S BANGALORE FACTORY OPENS NEW EXCAVATOR ASSEMBLY LINE

11/24/2011

By Press Information

After a SEK 144 million (Rs 90 crores) investment, Volvo Construction Equipment's factory in Bangalore is now producing its first excavators.



Swedish Institute for Quality – Our MISSION

SIQ



QUALITY
INNOVATION
AWARD

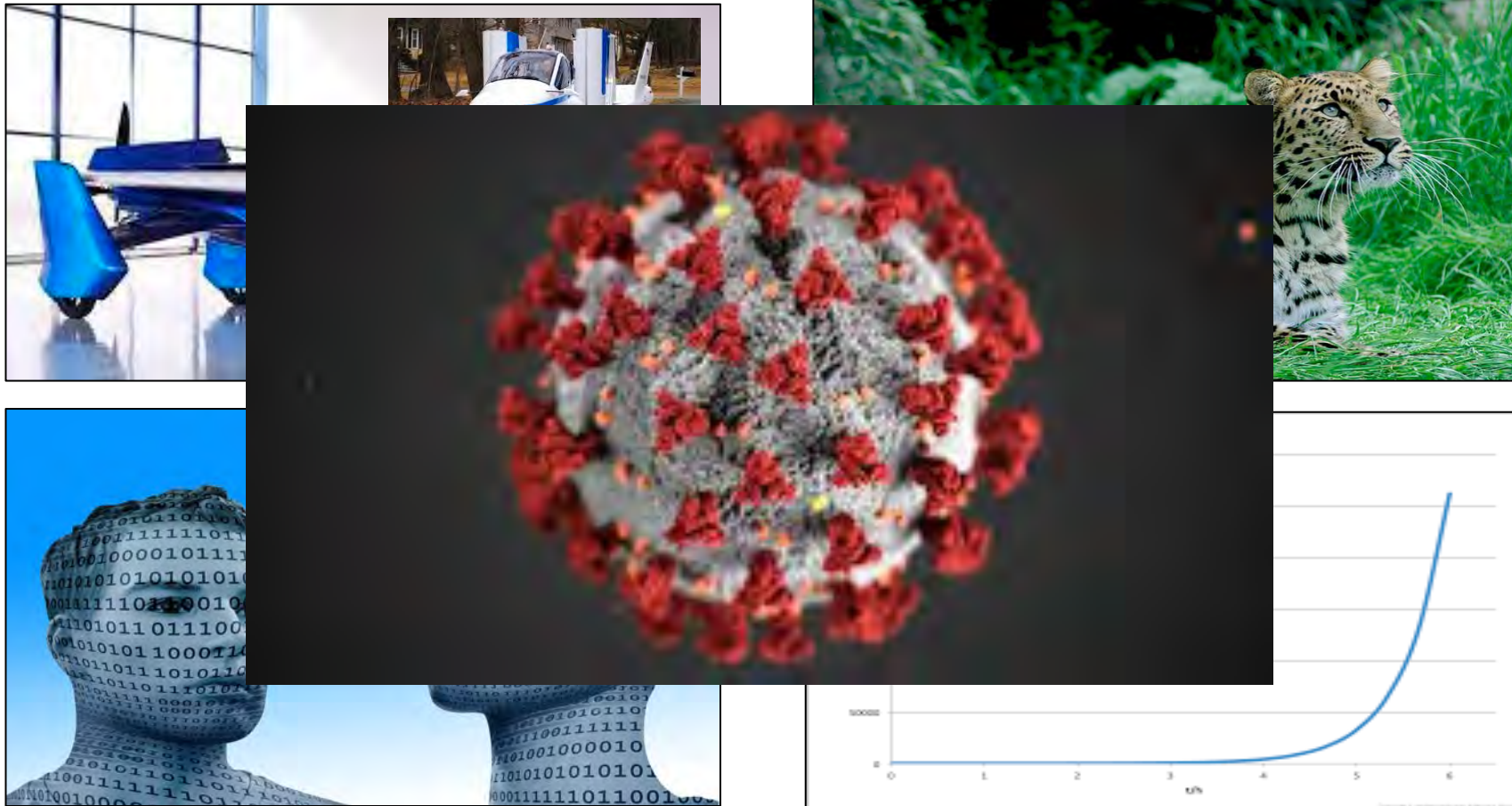


HOW SHOULD WE MANAGE FOR SUSTAINABLE SUCCESS!?



What does the world we live in look like today!?

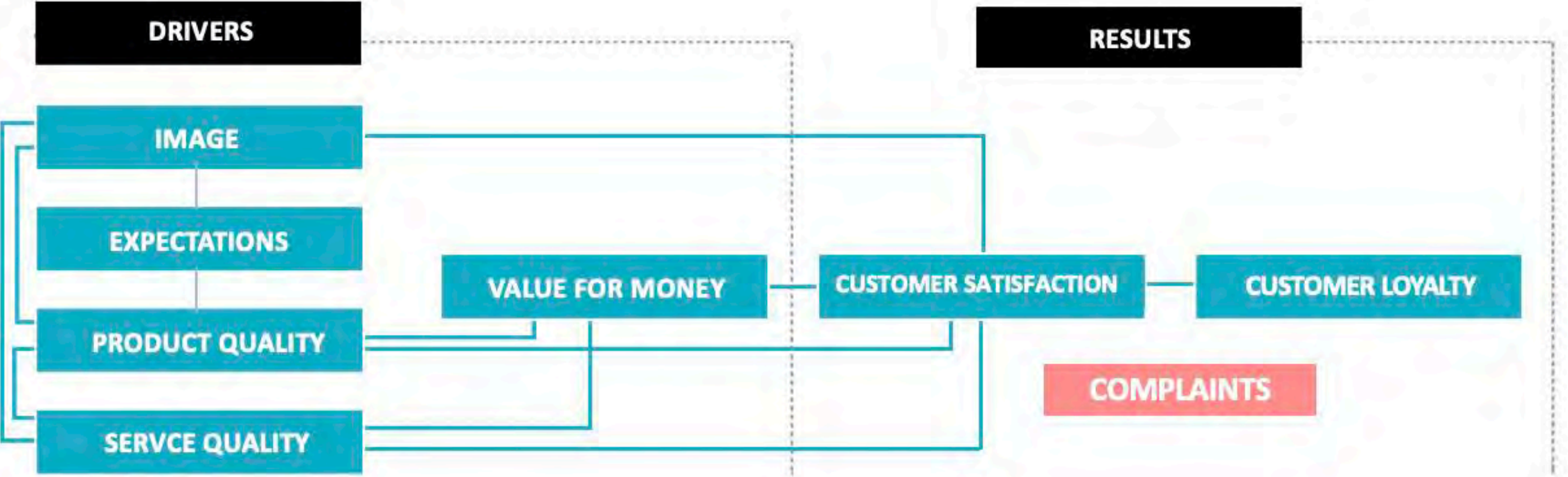
SIQ



SWEDISH QUALITY INDEX – MEASURING CUSTOMER SATISFACTION FOR 30 YEARS



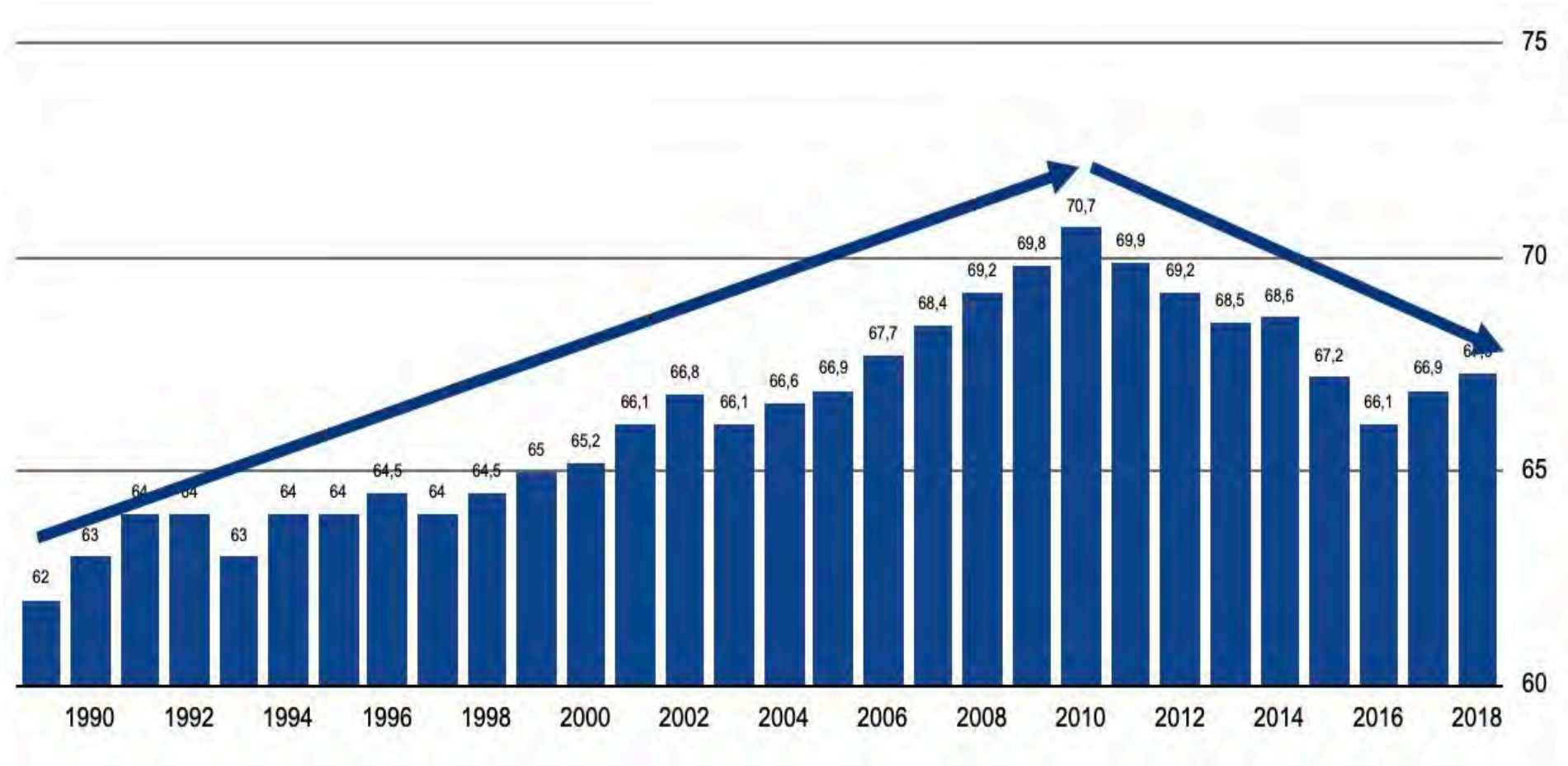
SWEDISH QUALITY INDEX – MEASURING CUSTOMER SATISFACTION FOR 30 YEARS



(Eklöf & Westlund, 2002)

CUSTOMER SATISFACTION IN SWEDEN

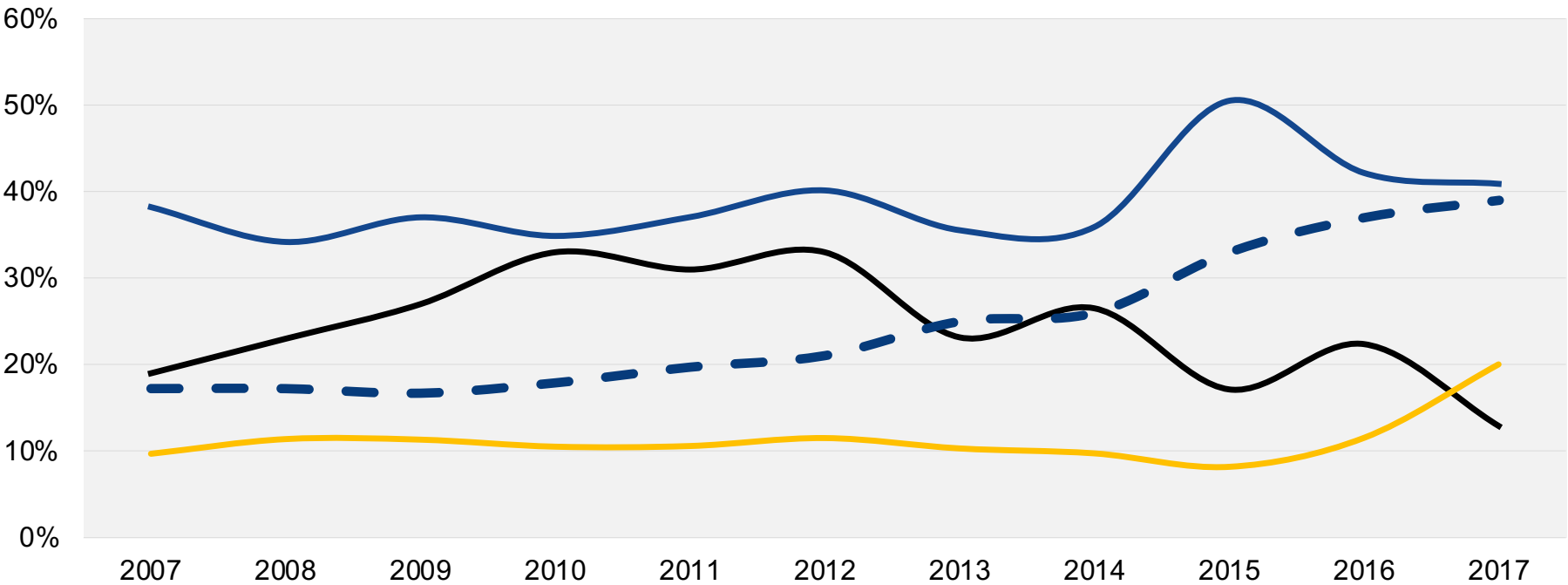
1990-2018



(Hallencreutz & Parmler, 2019)

Customer satisfaction – Driving factors

Swedish Quality Index 2007-2017
 Driving factors
 Private and public customers – All studies



— IMAGE — PRODUCT — SERVICE — Value for money

(Hallencreutz & Parmler, 2019)

EMPLOYEE ENGAGEMENT - LEVEL OF ENGAGEMENT ...

1

Highly engaged employees

Working with passion and feel strong commitment to their work. They drive innovation and the organisation forward.

2

Non-engaged employees

They “See the job as a job”. They manage their workingday but do not have too much energy and passion in their work.

3

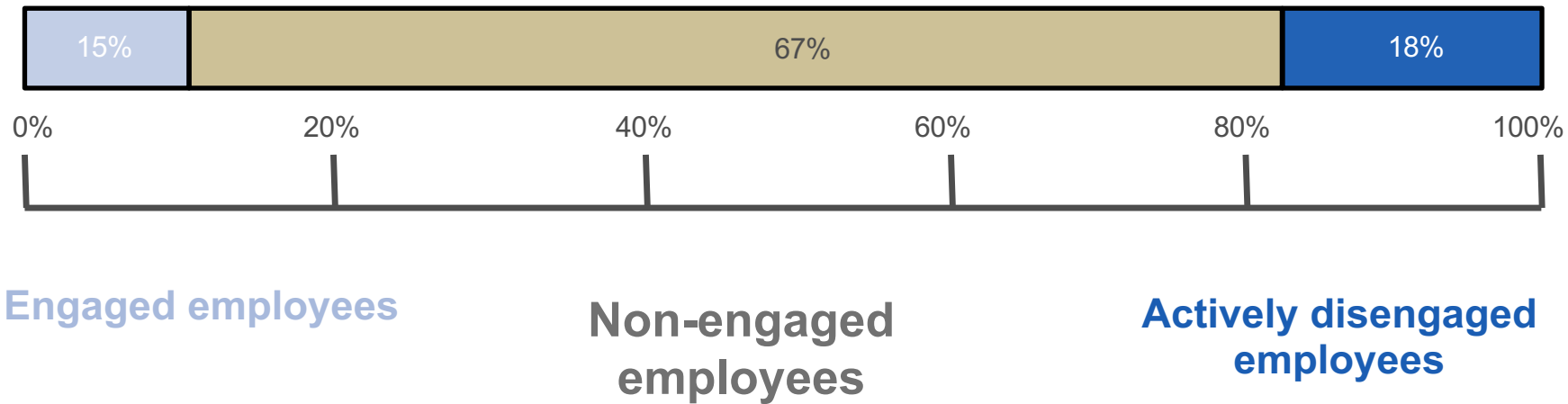
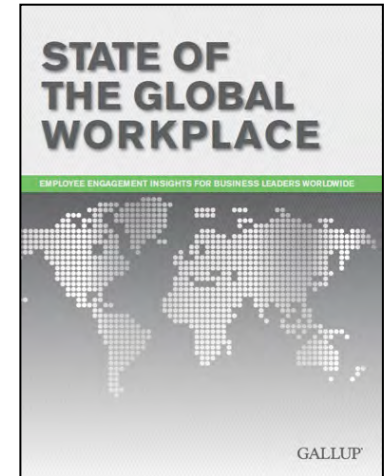
Actively disengaged employees

They are not only unhappy at work, they are also busy expressing their dissatisfaction. Every day these employees are undermining the engagement of their coworkers and what they are trying to achieve.

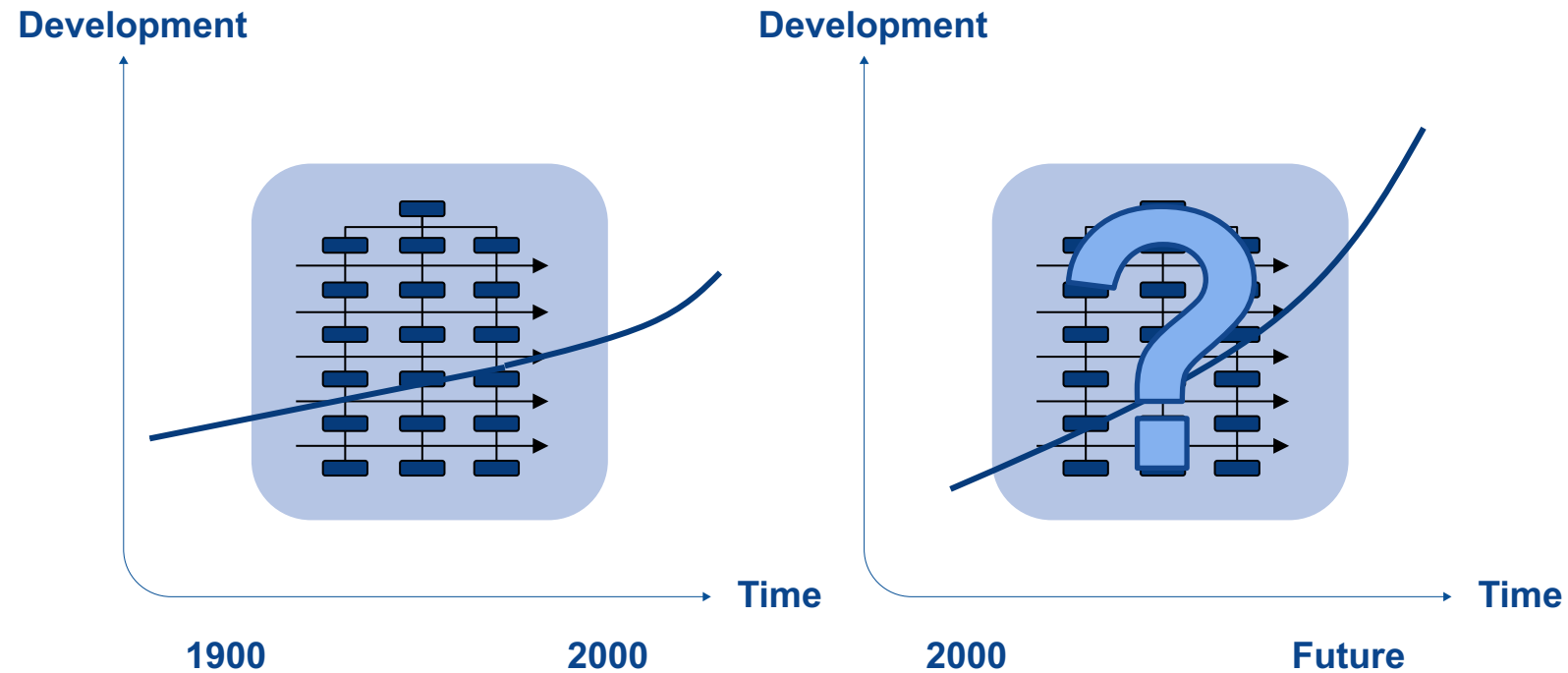


RESULTS – CATEGORIES OF ENGAGEMENT

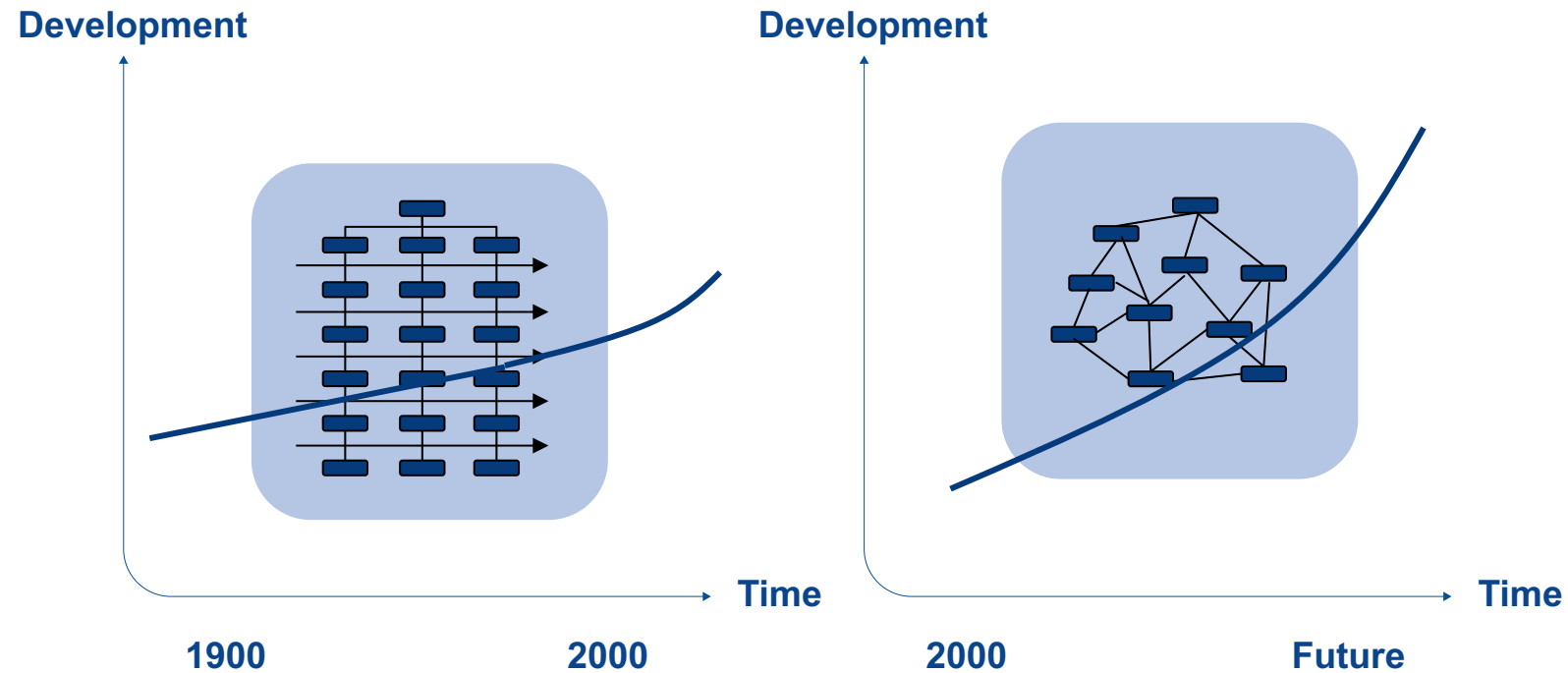
Distribution of engagement of
engagement, globally (2017)



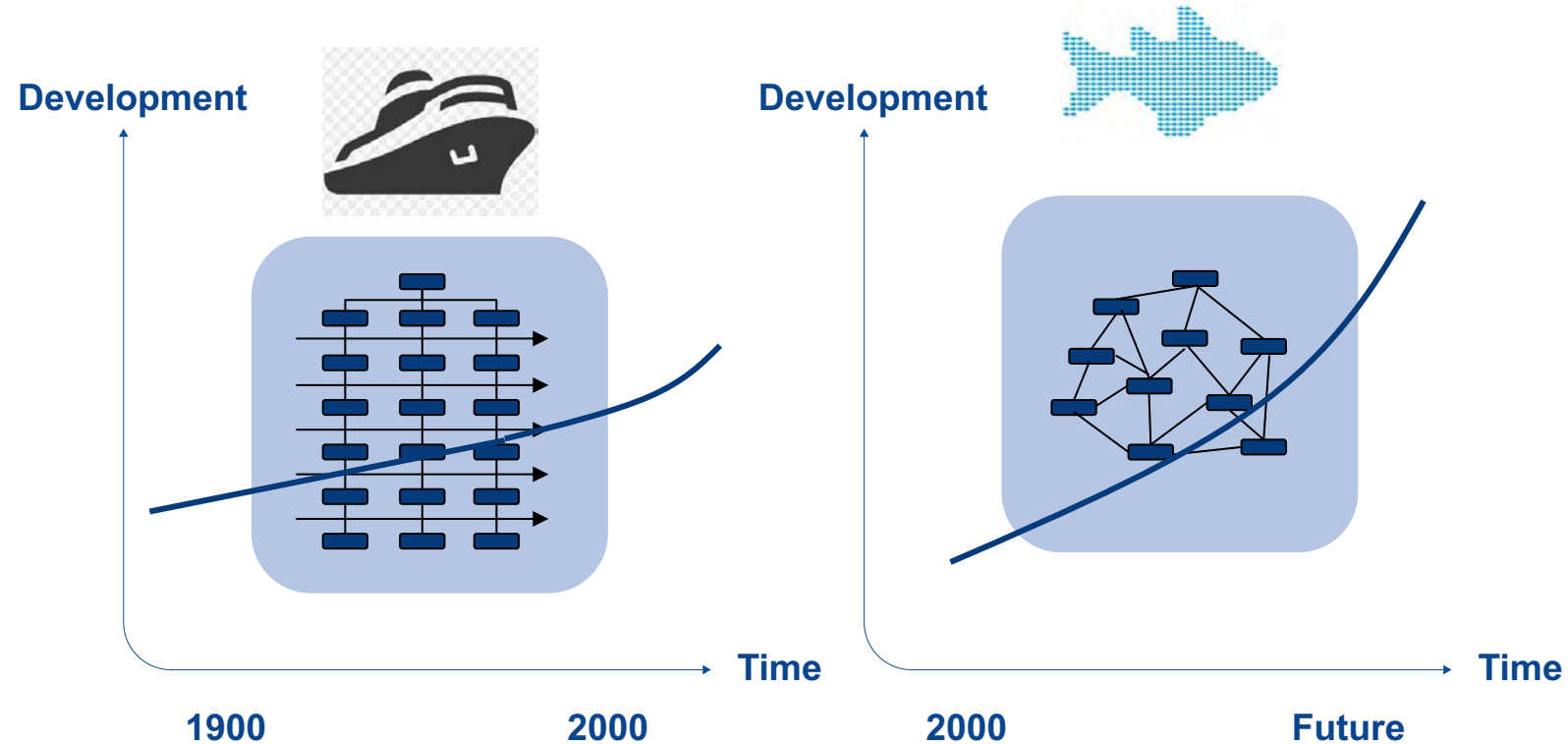
Do our management models work in an environment changing so fast?



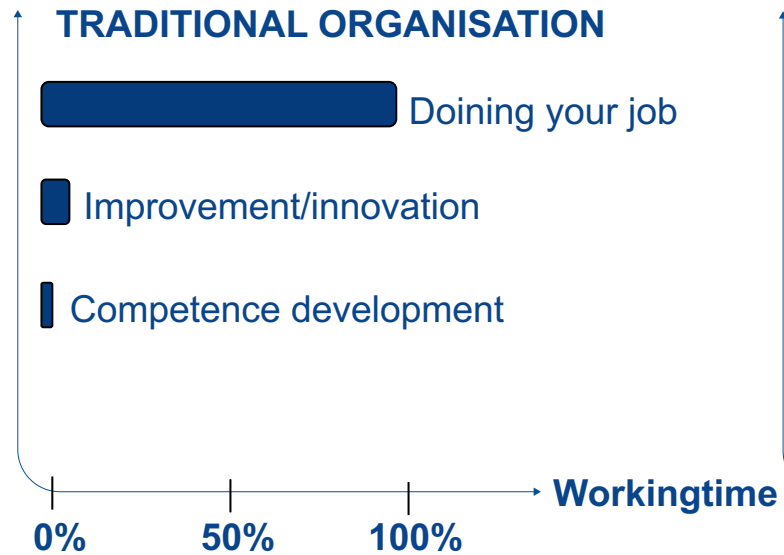
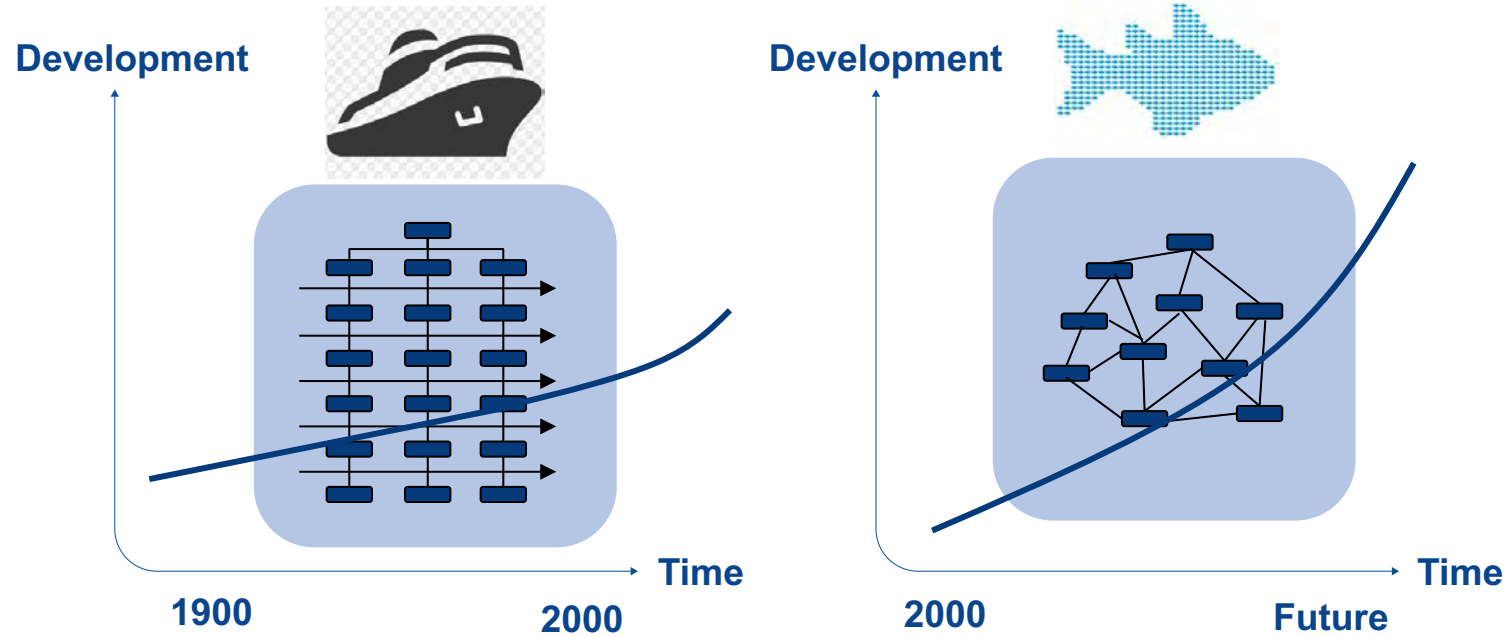
Do our management models work in an environment changing so fast?



Do our management models work in an environment changing so fast?



Distribuion of workingtime – today and in the future



"On the relationship between Quality and Sustainability"

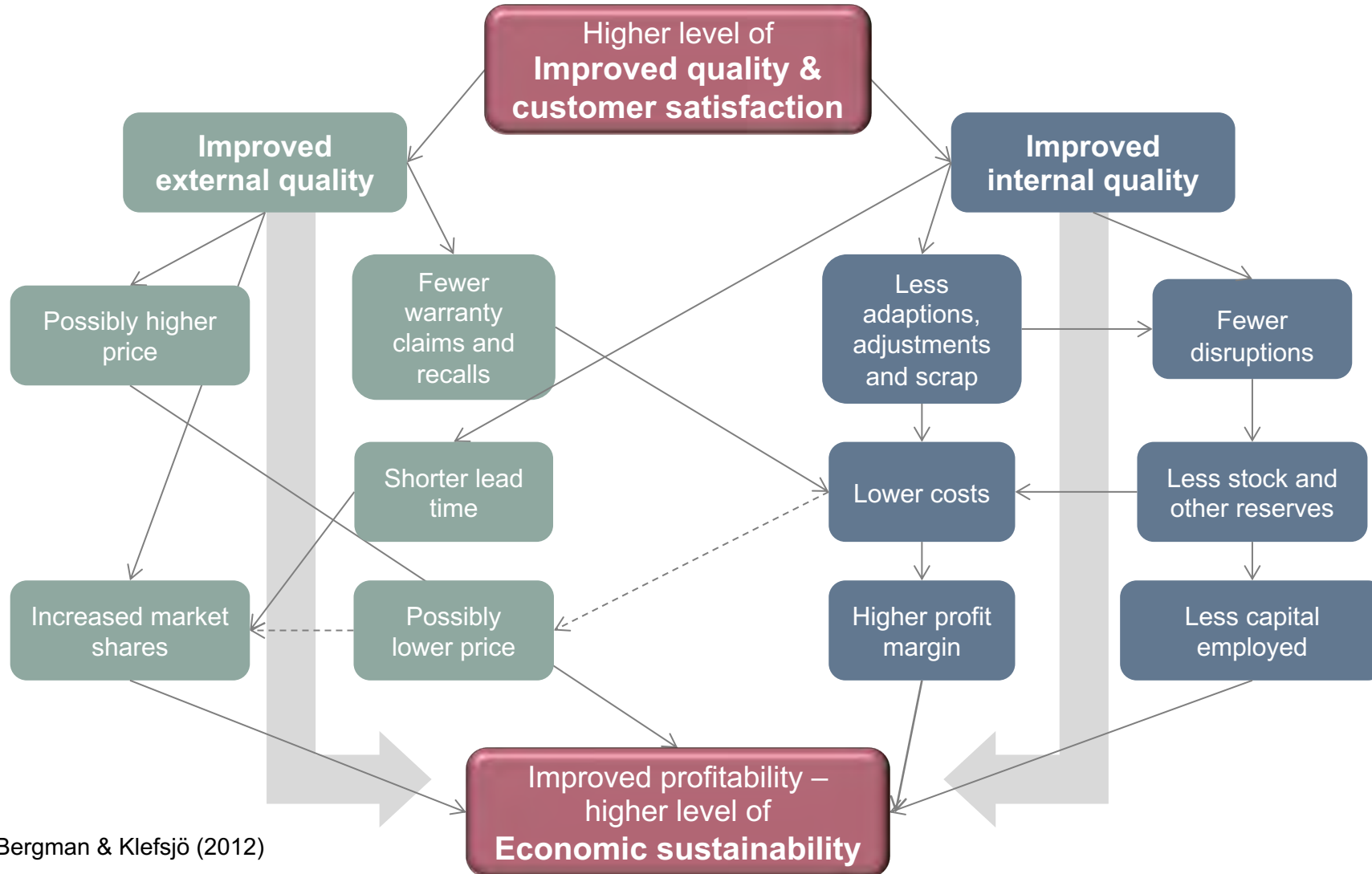


Sustainability

SUSTAINABILITY = “Meeting the needs of the present without compromising the ability of future generations to meet their own needs.”(World Commission on Environment and Development 1987)



Improved Quality leads to higher level of customer satisfaction and economic sustainability



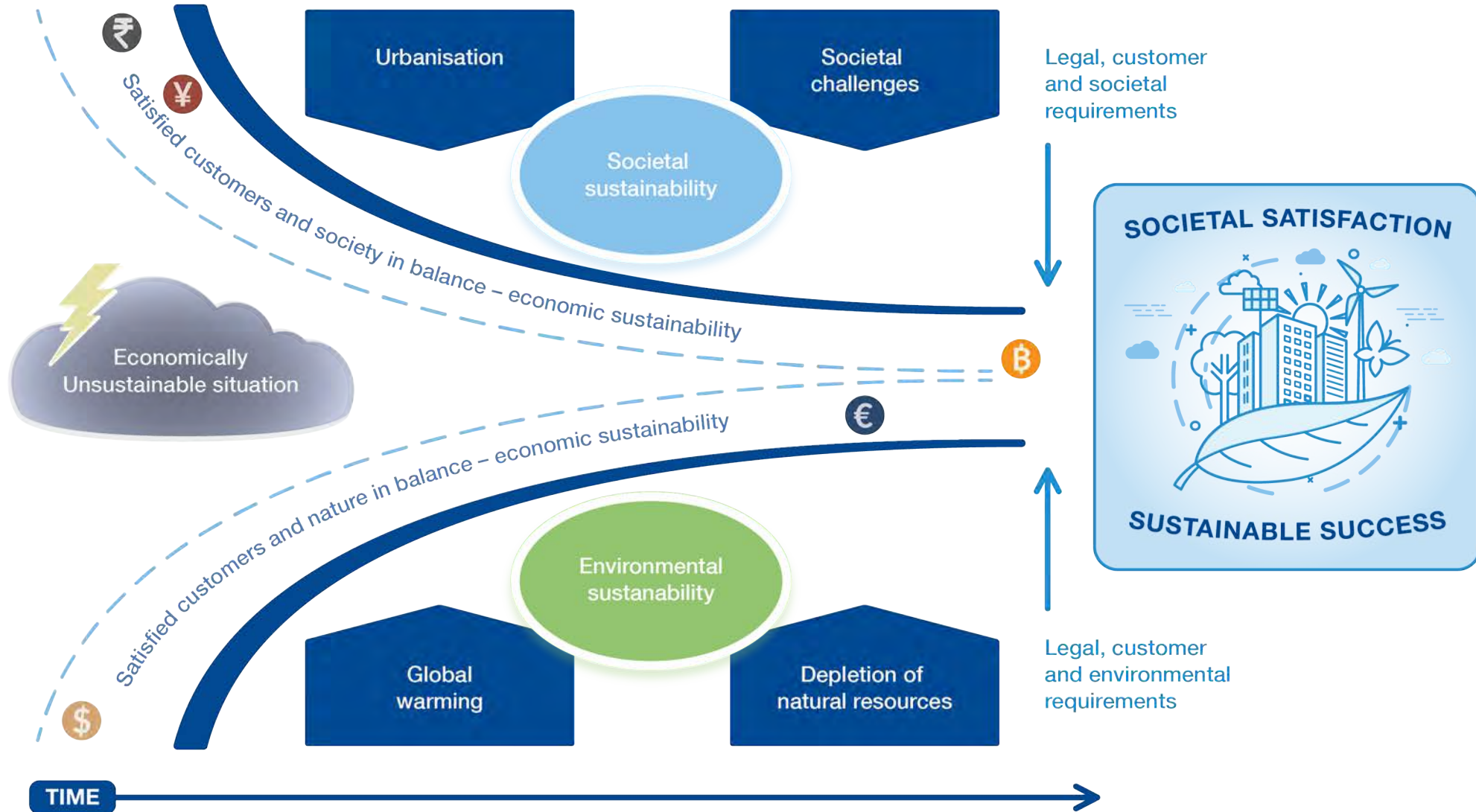
Why is sustainability of interest to focus?



Why is sustainability of interest to focus?



The sustainability model



The leader in the “sustainability race” will be the market leader and most successful

