

The development of the Quality Concept

-1600 century



Quality

"Do it yourself"

1840 – 1945
(Industrial revolution)



Quality

"Meeting specifications,
mass-production,
interchangeability"

Tomorrow



Quality

"Societal Satisfaction"

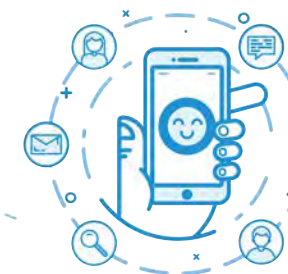
1700-century –



Quality

"Specialisation"
"Fitting and fitting"

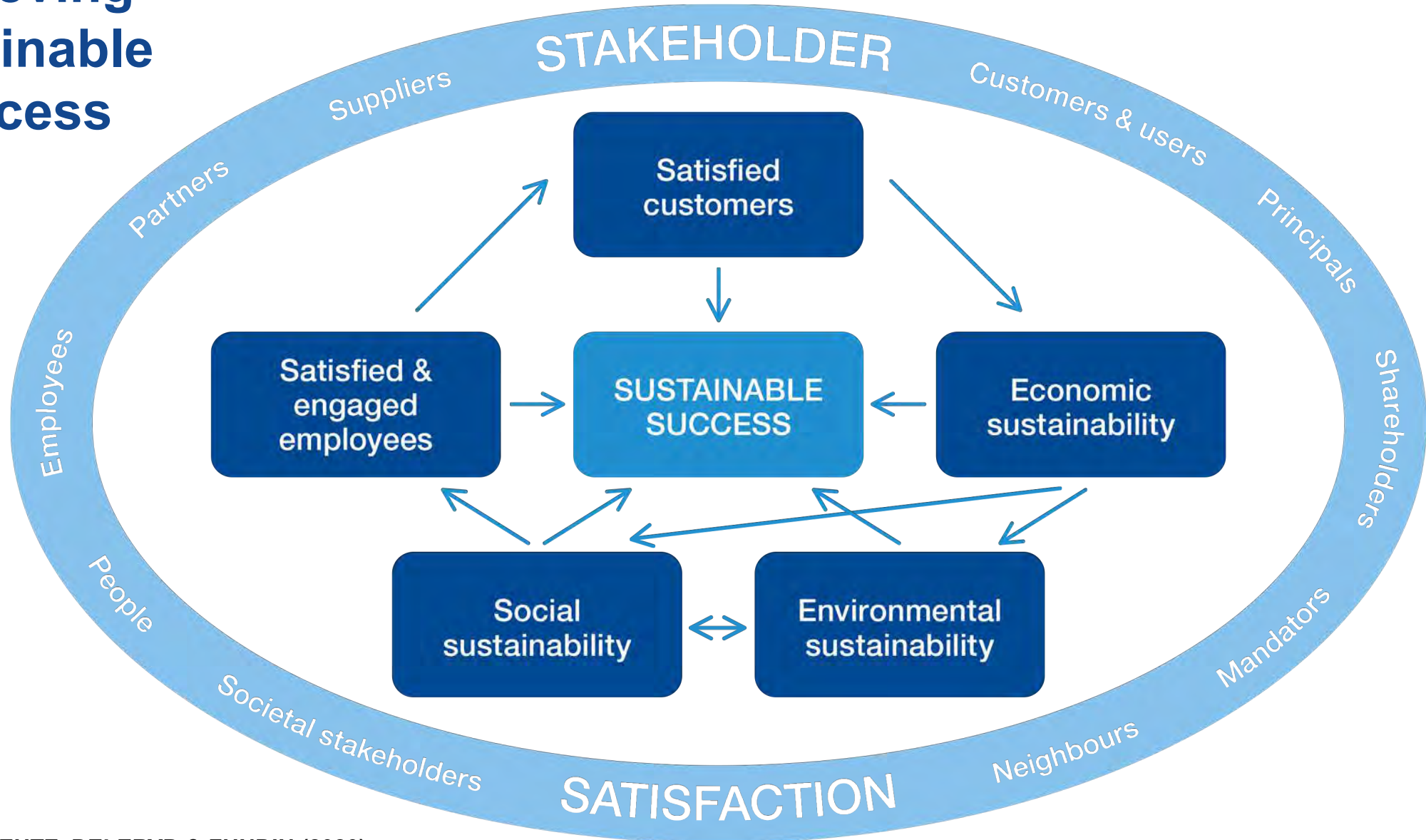
1945 - Today



Quality

"Total Quality Management"
"Customer Satisfaction"

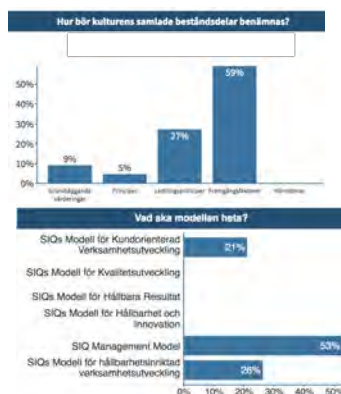
Achieving sustainable success



DEVELOPMENT OF THE SIQ MANAGEMENT MODEL

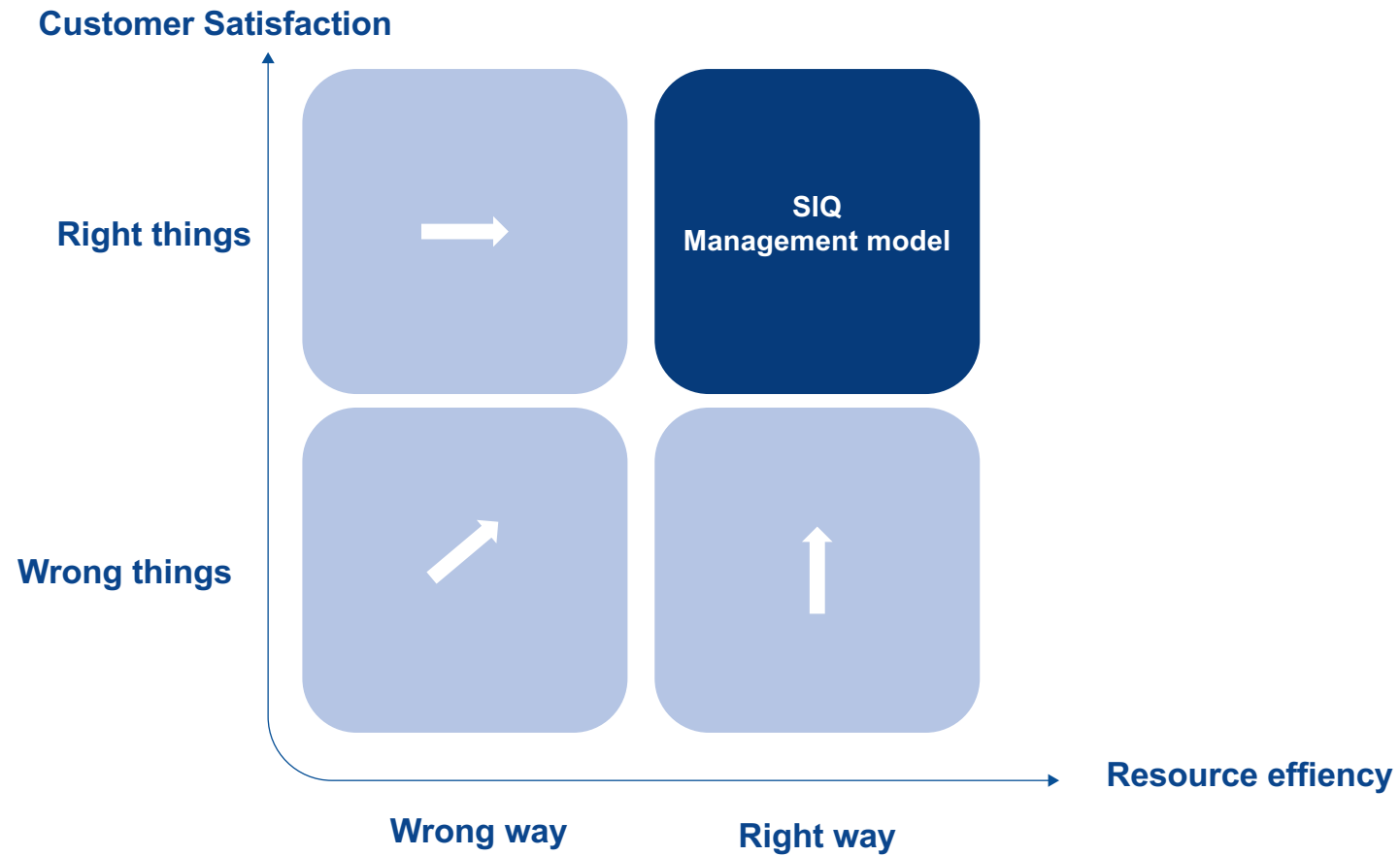


SWEDISH
INSTITUTE FOR
QUALITY **SIQ**

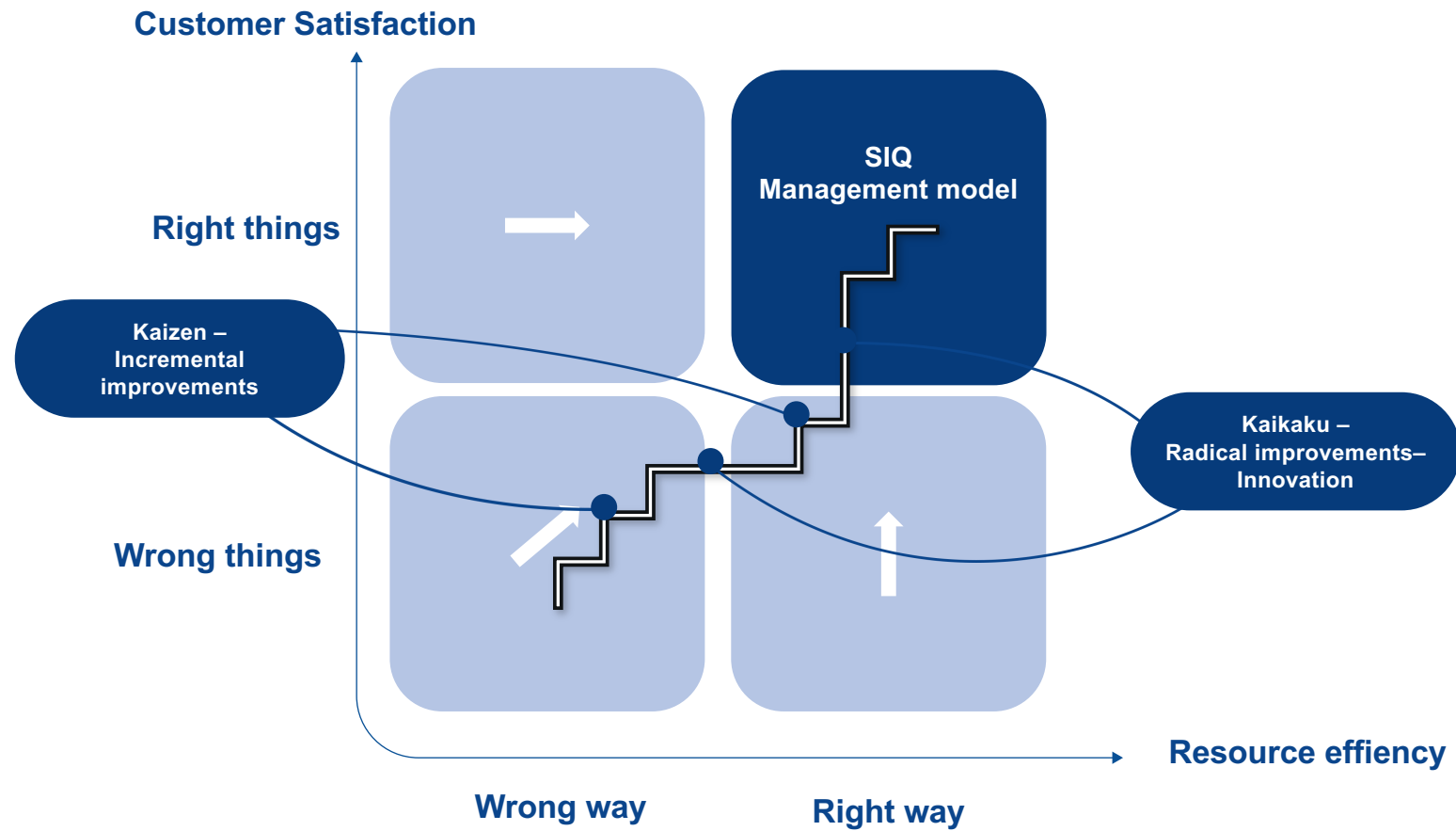




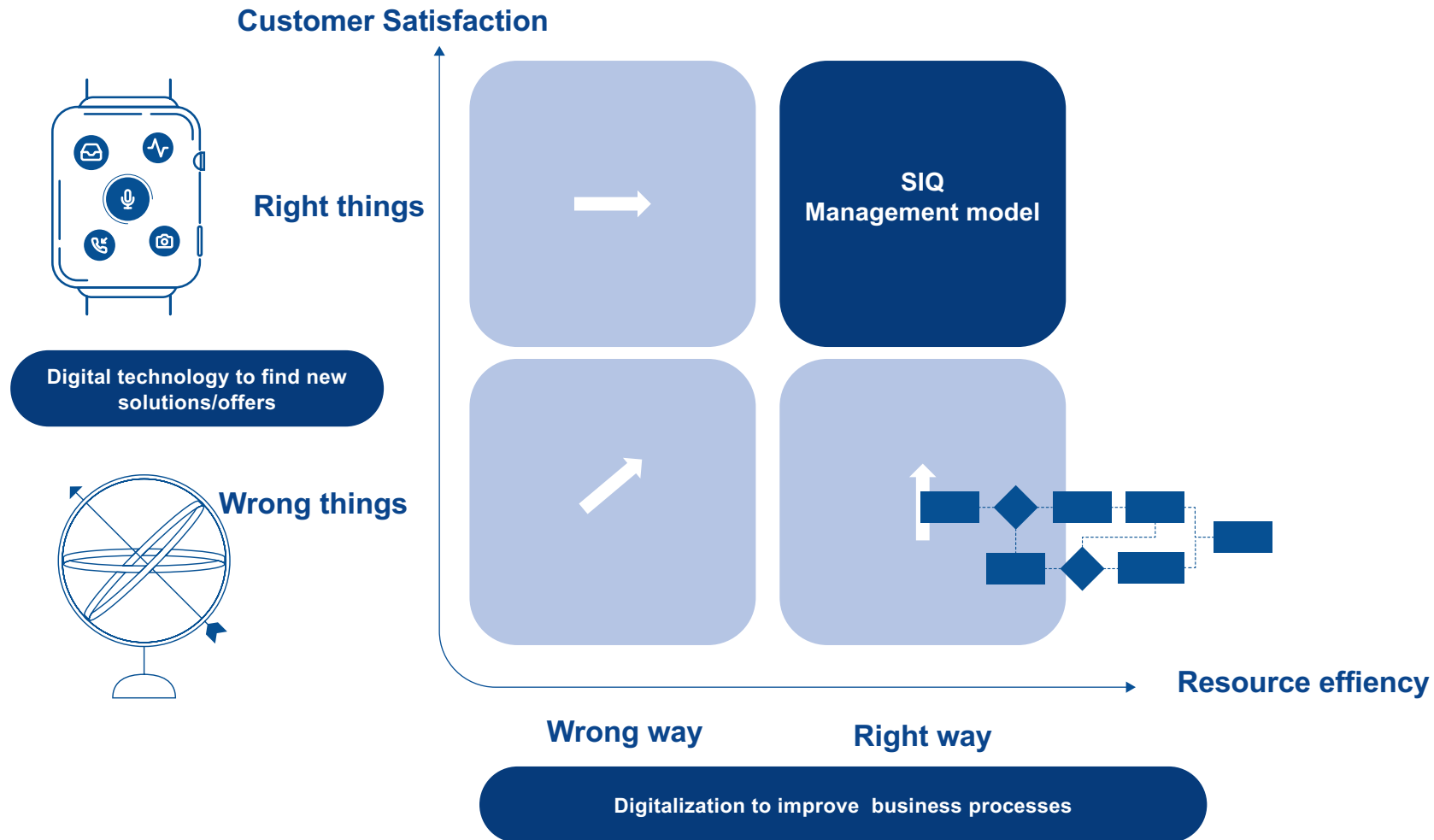
Quality – Customer Satisfaction – Success



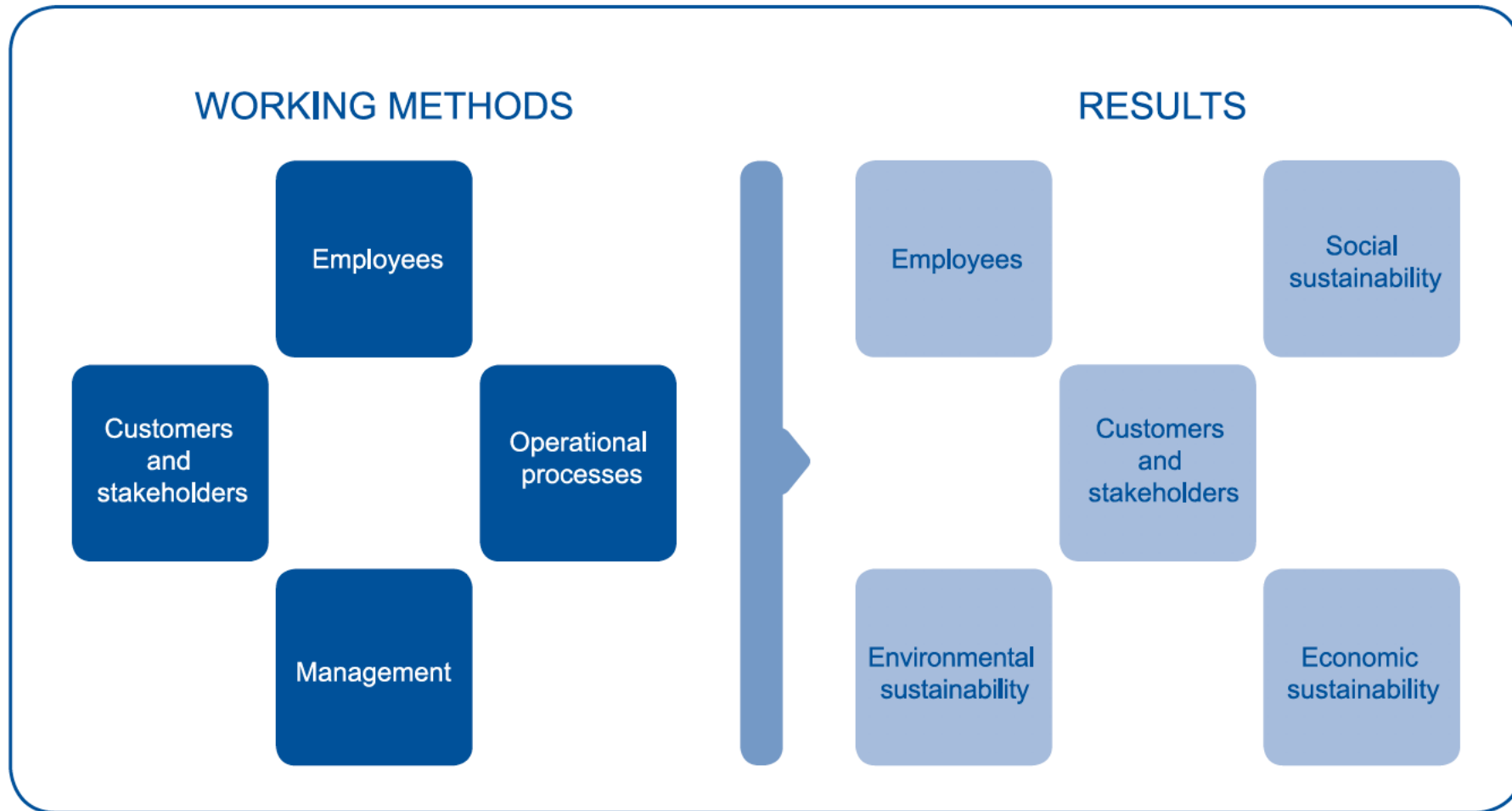
Quality and Innovation



Quality and digitalization



SIQ MANAGEMENT MODEL

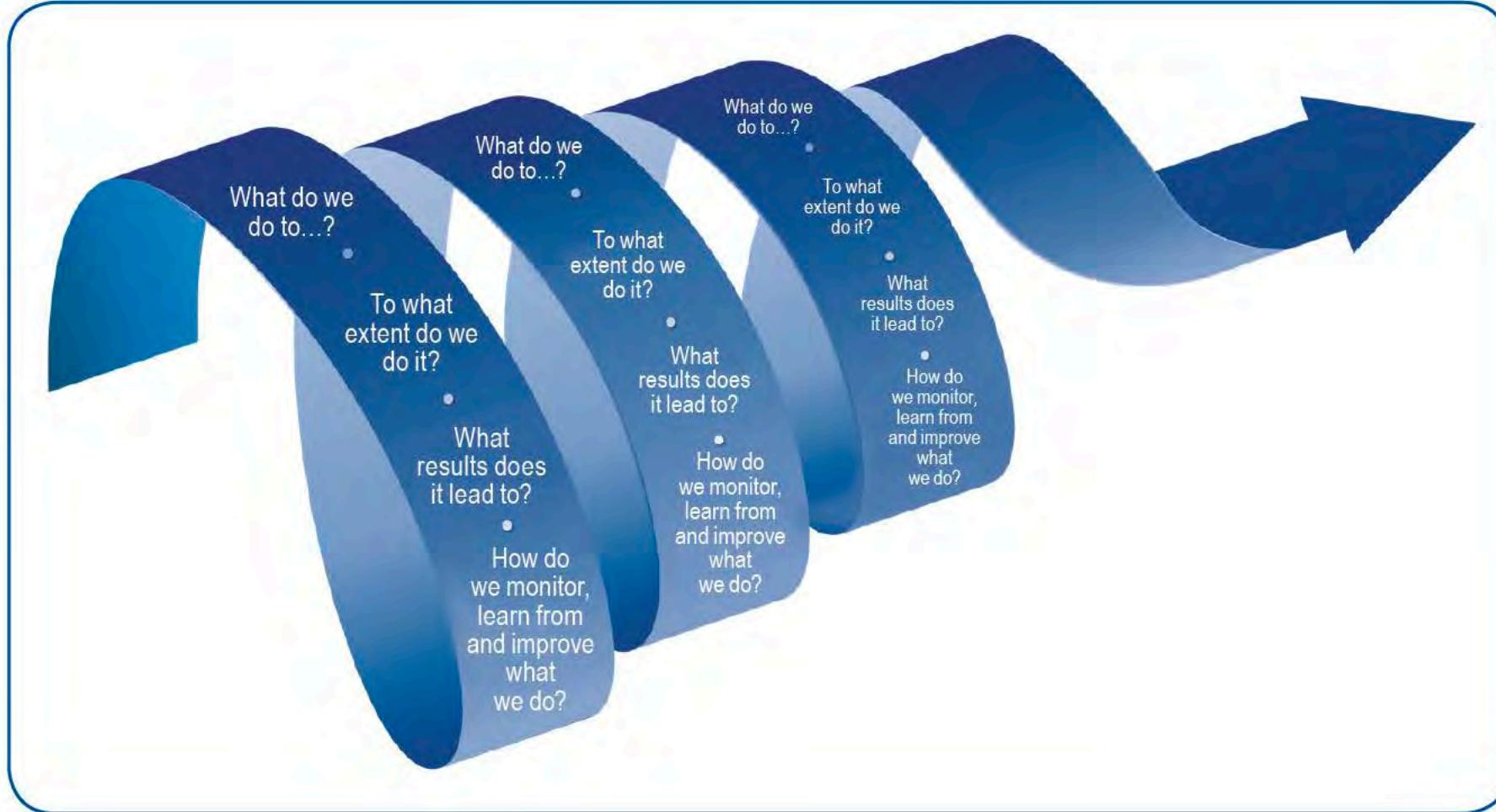


SIQ MANAGEMENT MODEL STRUCTURE



1.	CUSTOMERS AND STAKEHOLDERS	(150 p)
1.1.	Understanding the needs and expectations from customers	(50 p)
1.2.	Creating value with customers and stakeholders	(50 p)
1.3.	Creating proposition to customers and stakeholders	(20 p)
1.4.	Measuring customer and stakeholder satisfaction	(30 p)
2.	MANAGEMENT	(125 p)
2.1.	Planning for sustainability	(30 p)
2.2	Managing for sustainability	(40 p)
2.3	Managing co-workers	(30 p)
2.4	Managing processes	(25 p)
3	CO-WORKERS	(125 p)
3.1	Developing competences	(40 p)
3.2	Creating creativity and engagement	(45 p)
3.3	Developing a good working environment and employee satisfaction	(40 p)
4	PROCESSES	(100 p)
4.1	Establishing processes	(30 p)
4.2	Improving processes	(70 p)
5	RESULTS	(500 p)
5.1	Customers and stakeholders	(100 p)
5.2	Co-workers	(100 p)
5.3	Social sustainability	(100 p)
5.4	Ecological sustainability	(100 p)
5.5	Economic sustainability	(100 p)

SIQ MANAGEMENTMODEL ... SYSTEMATICS - IMPROVEMENT



SIQ MANAGEMENT MODEL

BUILT ON THREE CORNERSTONES

Success factors
guide decisions and
actions for motivation
and direction

A model for the
questions we ask
ourselves to be able to
see and organize

A way of asking
questions that leads to
insight for motivation
and direction

CULTURE



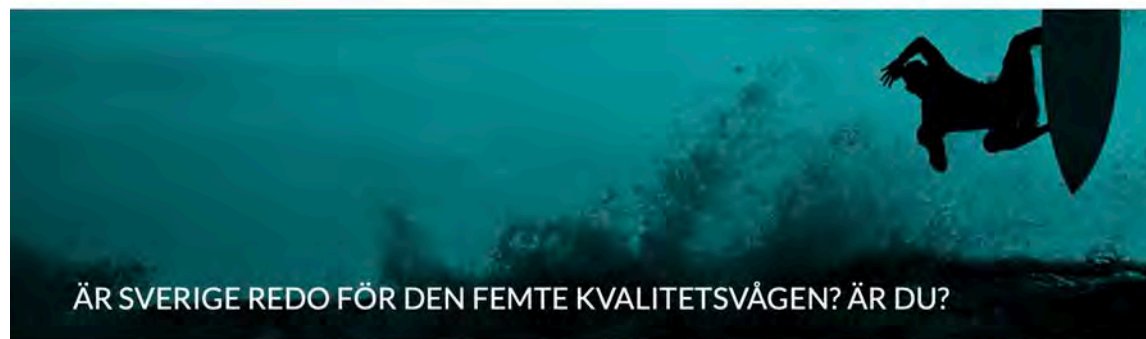
STRUCTURE



SYSTEMATICS



QUALITY 5.0 – SOCIETY 5.0



QUALITY 5.0 FORUM

En snabbväxande omvärld ställer nya krav på innovation och förändring, men vi är inte där! Chefer och medarbetare mår allt sämre på jobbet, fångade i gamla strukturer och synsätt. Engagemanget kvävs och gör organisationer ineffektiva. Vad behöver göras för att släppa loss kraften som faktiskt finns och utveckla ett ledarskap för hållbar framgång? Nu startar SIQ ett dialogforum för hållbar framgång där alla är välkomna att bidra!

Realizing Society 5.0



WWW.SIQ.SE