

IMS Health & Quintiles are now



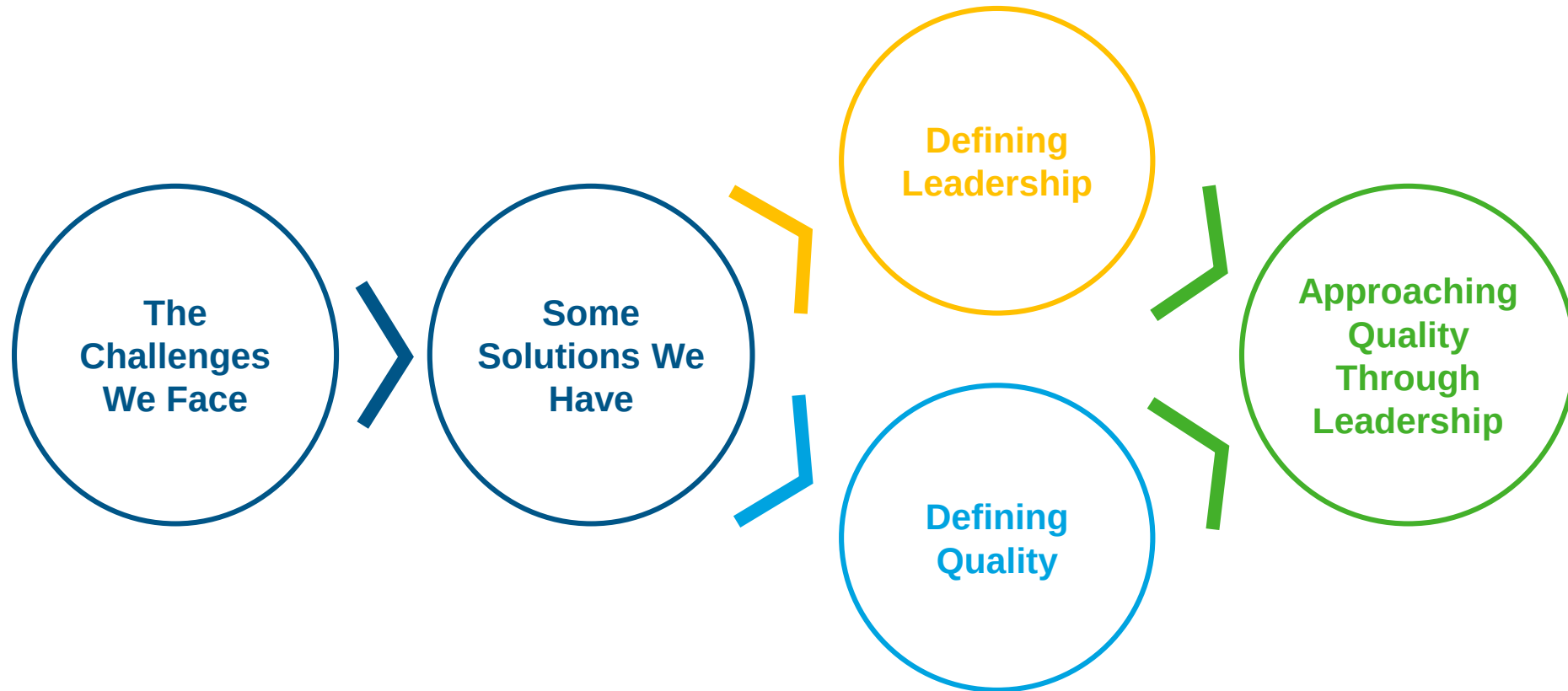
Approaching Quality Through Leadership

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Introduction



The Challenges We Face

- Time

- Experience and Expertise

- Healthy Work-Life Balance

- Knowledge

- Lack of Leadership

Some Solutions We Have

Processes

Pros

- Provides clarity
- Complete

Cons

- Dependent on the human factor
- Strictness increases time

Training

Pros

- Quick development
- Builds the foundation
- Puts everyone on the same page

Cons

- Time consuming
- Artificial experience
- Different people, different methods

Automation

Pros

- Saves time
- Good for repeatable solutions

Cons

- Not scenario friendly
- Capable of stealing time
- Fails without proper implementation

Defining Leadership

“Leadership is a process of social influence, which maximizes the efforts of others, towards the achievement of a goal.” – Kevin Kruse

- Leadership is not positional, it is influential.
- Leadership should maximize the input from colleagues and team members.
- Leadership defines realistic goals and aims towards achieving them.
- Understand the difference between leading and managing.

Defining Quality

Quality means following operating procedures and processes, remaining compliant with industry standards whilst adhering to customer requirements, and producing high quality products and services.

- **Quality is more than producing a good end product, it's about the whole process of achieving high end production.**
- **The affect of quality within our industry, is life changing.**

“Quality is doing something right, when no one is looking” – Henry Ford

Approaching Quality Through Leadership

Lead by Example

Set an Expectation

Encourage Engagement

Be Proactive

Take Accountability



Questions?

