

**Quality and Performance Excellence**

- Managers and workers understand advantages of producing a quality product
- Customers prefer spending on quality service as well

**Organizational Value Chain:**

work hard, - have fun, make a difference

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**Global Awareness**

- Process re-engineering
- Virtual organizations
- Agile factories
- Network firms
- World-class organizations

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**Introduction**

The themes discussed in this lecture include:

- Quality and performance
- Ethics and social responsibility
- Global awareness
- Importance of new leadership
- Knowledge workers
- Competitive business

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**Conclusion**

Leaders in a modern competitive business field must master management in order to thrive

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# Nacre (B): a Steep and Risky Climb to Success

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## **Glossary**

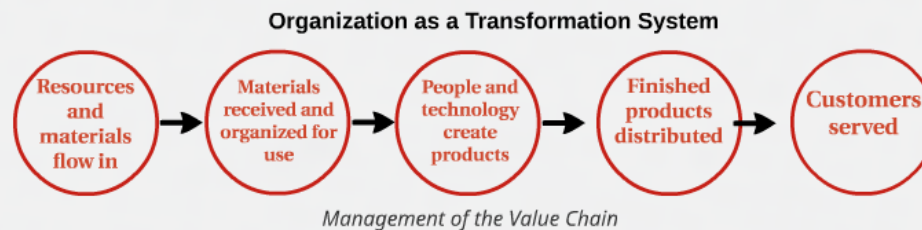
- **Management**
- **Quality**
- **Quantity**
- **Value Chain**
- **ISO**
- **Total Quality Management**

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# Quality and Performance Excellence

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## Organizational Value Chain:



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↳ have fun.  
↓  
make a difference.



WORK IN PROGRESS

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The

# Global Awareness

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Customers served

PROGRESS

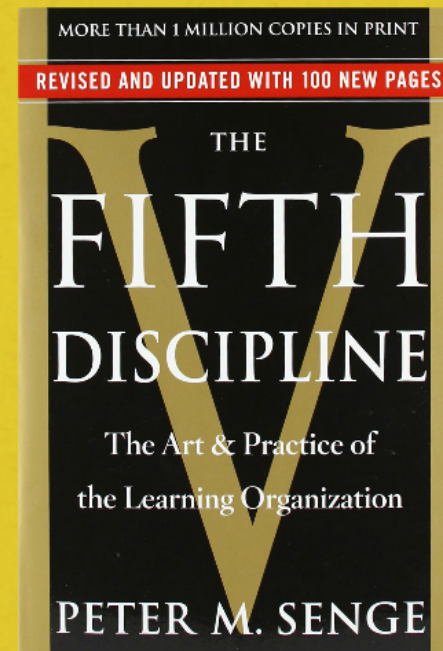


# Learning Organizations

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• Peter Senge's *The Fifth Discipline*;

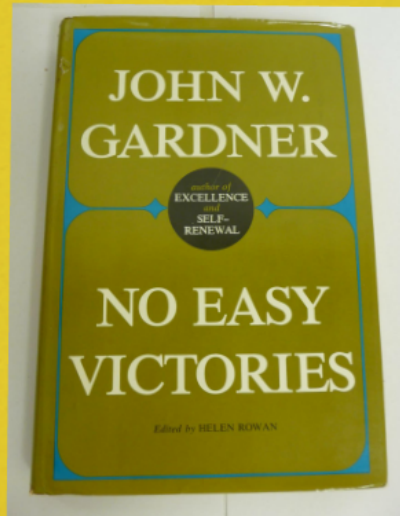
1. Mental models
2. Personal mastery
3. Systems thinking
4. Shared vision
5. Team learning



## 21st Century Leadership

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- John Gardner's *No Easy Victories*
- Global strategist
- Master of technology
- Inspiring leader
- Model of ethical behavior





## 21st Century Leadership

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- Peter Drucker
- Success through learning and improvement
- Commitment to work/life balance
- Ralph Sorenson

