

LEAD MANAGING FOR QUALITY

Lead management is about applying the understandings and principles of Choice Theory in working with others in the workplace, home or community. Lead management focuses on the relationship between people with quality at its heart. Lead managers continually work on the system to maintain an environment where coercion is minimized and the conditions of quality are maximized.

Lead Managers:

- Engage the workers in ongoing honest discussion of both the cost and quality of the work that is needed for the organisation to be successful. They encourage their workers to give them any input that will give them quality.*
- Clearly define and regularly review the quality (of service or product) that is needed.*
- Eliminates inspections promoting self-evaluation rather than external evaluation.*
- Facilitates the constant improvement needed for quality by providing the best tools and a friendly, non-coercive atmosphere in which to work.*