

## Lead by Example – Quality Principles

**Leadership** - The action of leading a group of people or an organization, or the ability to do this.

### What Makes a Good Leader?

- Create and sustain shared values, promoting fairness and ethical models for behavior.
- Establish a culture of trust and integrity. Utilise the 'open door' communication method and assure people feel they can be honest if the quality is poor / there are any issues or if they don't have the right tools for the job, without fear of repercussions or ridicule.
- Encourage a commitment to quality by providing people with the equipment and resources they need for the job, don't just 'make do'.
- Provide people with the required information, support, training and authority to act with accountability and confidence.
- Advocate 'right first time' by promoting the effectiveness of planning, pre-checks and consideration to the quality of work.



### Communication

- Communicate the organisation's or projects mission, vision, strategy and policies.
- Make it clear which processes are to be followed and where people can find further information.
- Inspire, encourage and recognize the contribution of people and their workforce.
- Ensure that any communication provided by Employee's or team members is listened to and acknowledged.



### Example

- Provide people with a positive example through your own actions. E.g. Complete checklists and checks as you go along, not after the work is finished.
- Demonstrate the effectiveness of communication by holding regular briefings and team meetings.
- Provide the appropriate time and resource to allow for the effective incorporation of planning and execution.
- Be accountable for actions and actively provide and listen to feedback / communication.



***Lead by example. If you don't do it, neither will anyone else.***

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### REGISTER OF ATTENDEES

<b>Delivered By:</b> (name / job title)	
<b>Project No.:</b>	
<b>Project Name:</b>	

Name (print)	Sign	Date