

LEADERSHIP FOR QUALITY REVIEW

Review theme	Review attributes
<div style="background-color: #FF00FF; color: white; padding: 10px; display: inline-block;">Leadership</div>	<ol style="list-style-type: none"> 1. <i>Shared organisational purpose to which all organisational members are committed</i> 2. <i>Effective communication exists throughout the whole of our organisation</i> 3. <i>Positive organisational image and respected corporate identity</i> 4. <i>Contribution to the economic, social, and environmental well-being of the broader community</i>
<div style="background-color: #00BFFF; color: white; padding: 10px; display: inline-block;">Strategy</div>	<ol style="list-style-type: none"> 5. <i>Strategic plan showing how the organisational purpose will be deployed</i> 6. <i>Innovation and new ideas to meet organisational challenges</i> 7. <i>Monitoring operational quality against recognised industry, national and/or international standards</i>
<div style="background-color: #FFFF00; color: black; padding: 10px; display: inline-block;">People development</div>	<ol style="list-style-type: none"> 8. <i>Staff involvement in skill development, knowledge acquisition and continual learning</i> 9. <i>Staff confidence, morale and self-esteem</i> 10. <i>Staff trusted with the individual responsibility to make appropriate decisions</i> 11. <i>Employee understanding of role expectations and their contribution to the organisation as a whole</i> 12. <i>Recognition of individual, team and corporate achievements</i>
<div style="background-color: #800000; color: white; padding: 10px; display: inline-block;">Client Focus</div>	<ol style="list-style-type: none"> 13. <i>Productive partnerships with public sector, private sector and non-government organisations</i> 14. <i>Service quality assessed through a range of customer satisfaction data</i> 15. <i>Provision of quality services to customers, clients and stakeholders</i> 16. <i>Honest and ethical practices in dealing with clients, fellow employees and other stakeholders</i>
<div style="background-color: #00FF00; color: white; padding: 10px; display: inline-block;">Process Management</div>	<ol style="list-style-type: none"> 17. <i>Consistent implementation of policy and related practices</i> 18. <i>Efficient and effective resource management to maximise the potential to achieve goals</i>
<div style="background-color: #FFD700; color: black; padding: 10px; display: inline-block;">Information Management</div>	<ol style="list-style-type: none"> 19. <i>Utilisation of data sources to continually improve capacity to sustain the quality of the organisation's social, environmental and economic context</i> 20. <i>Utilisation of technology effectively to manage data, enhance communication and promote organisational learning</i>

