

Leadership in Quality Organisations

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General Manager

Workshop Objectives

- Exploring the **qualities** and **practices** of **leaders** as they drive **quality**
- Applying these to **ELT centres**



What is a quality ELT centre?



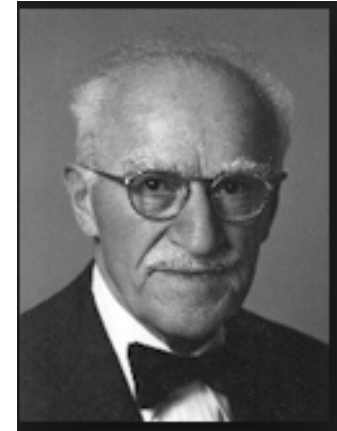
Quality gurus



Walter Shewhart
1920s P-D-C-A



W Edwards Deming
1950s
The Deming Cycle



Joseph Juran 1950s The
Quality Trilogy –
planning, improvement,
control



Armand Feigenbaum 1950s
Total Quality Management



Kaoru Ishikawa
1940s
Cause Effect or
Fishbone
Diagram

Quality is ...

- **Meeting the needs of an organisation's stakeholders.**
 - Students (customers) and their families
 - Employees including teachers & managers
 - Owners including shareholders
 - Suppliers eg agents, homestay services
 - The regulators (government)
 - Pathway providers



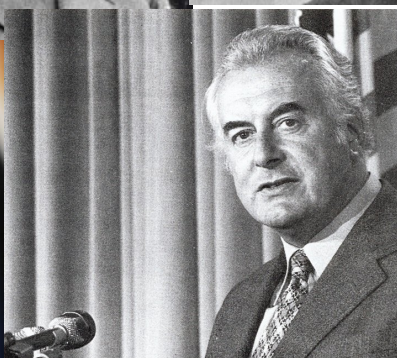
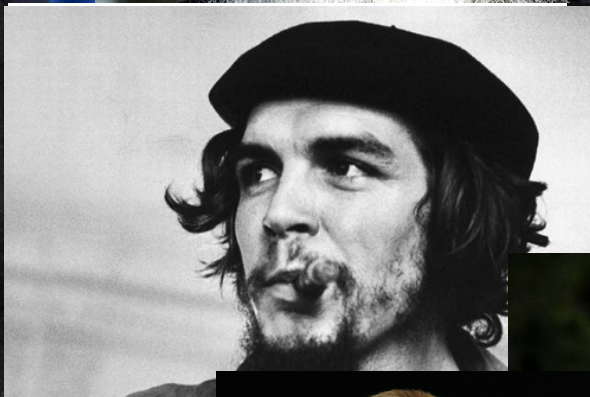
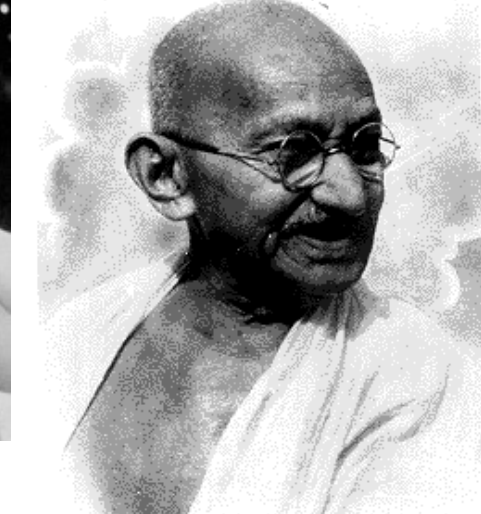
Delivering Quality

- Delivering quality requires:
 1. Strong **leadership** and **governance**
 2. Good **systems** and **policies**
 3. A **culture** of **continuous improvement**



What is good leadership?





Leadership Qualities

Be
the
leader
you
wish
you had
-Simon Sinek



Collaborative visionary influential
empathetic innovative grounded
ethical passionate honest
consistent flexible focussed
confident transparent
inspirational passionate patient
authentic decisive empowering
positive fair generous
persistent insightful
communicative accountable



Quality practices

NEAS Quality Areas

A: Teaching Learning and Assessment

B: The Student Experience

C: Resources and Facilities

D: Administration, Management and Staffing

E: Promotion and Student Recruitment





“If your actions
inspire others to
dream more,
learn more,
do more and
become more,
you are a leader.”

-- John Quincy Adams



Thank you
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