

'QUALITY- A WAY OF LIFE'

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QUALITY

1. The standard of something when it is compared to other things. High quality goods, quality of life, quality books
2. A thing that is a part of person's character, especially something good; Personal qualities such as honesty, generosity.

Quality is a way of being. It is a lifelong journey of the spirit, body and mind that influences all aspects of our life. Quality grows first inside our hearts and souls. Then it grows in our relationship with others. Quality becomes the essence of our being when we are alone and when we are with others, it naturally thrives in and defines our families and other groups to which we belong.

Ultimately, quality becomes the essence of our schools, our workplaces, our communities and then our society, and eventually of the global village of which we are a part. When the number of quality oriented people reaches a critical mass at a particular level, the Quality Philosophy naturally becomes the way of life at that level.

Quality can't be delegated; it must be led and managed from the top. People of quality know that quality philosophy adds immeasurable richness and value to their lives. Only by becoming dedicated practitioners of quality in all aspects of their being will they advance the quality of life within themselves and within their environments. The daily practice of quality focuses on six essential discipline; which we call them six personal practice of quality.

1. Leadership
2. Partnership
3. Systems thinking and Systems Action
4. Process Orientation
5. Constant Dedication to Continuous Improvement
6. Human values

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Leadership

The first Personal Practice of Quality is leadership with gratitude and integrity. Management can be practiced without gratitude and integrity, but true leadership requires both. The word gratitude comes from the Latin root *gratia*, meaning “thanks” or “appreciation”. The effective leader has a healthy appreciation for himself or herself and demonstrates sincere personal appreciation for others, publicly and behind the scenes. *Gratia* is also the root of our English words *grace* and *graciousness*. The most effective leaders create in the work environment a state of grace, or forgiveness, in which people know that it is safe to take wise risks and to fail occasionally on the road to continuous improvement.

The Quality leader establishes a gracious and hospitable place for people to work together.

The personal practice of Leadership also requires integrity. The word **integrity** comes from a root word meaning “one” or “whole”. Leaders of **integrity** work to unite in common purpose and action with those people who are in their spheres of influence. They strive for unity and wholeness within themselves and in their dealings with others. In their derivations, the words whole and heal are closely related, and the most effective leaders are those who are truly healers—first of self, then of others, and of the environments in which they work and live.

Here are three questions to guide your personal practice of leadership :

- How can I best lead my own life with gratitude, creating a gracious and hospitable environment for myself and others?
- How can I best lead my own life with integrity, working toward wholeness and healing within myself and in my relationships with others?
- How can I best work with others to create fulfilling, ongoing relationships grounded in the Quality Philosophy?

‘Everyone can stir the ship, but only the leaders can change its course.’

Partnership

Partnership is the second Personal Practice of Quality. True Partnership is not about winning and losing. Whenever we seek an advantage over our partner, a part of us loses in the bargain. “Who wants to be married to a loser?” Indeed, who wants to work with a loser? Be friends or lovers with a loser? Who wants their kids to be losers?

Whenever we cause another to lose so we can win, we betray our partnership. Likewise, whenever we establish win-win relationships with our partner, we run the risk of

unconsciously setting our partnership against the external world. *If both of us win, then who shall lose?* may become the unstated assumption. When things go wrong in win-win relationships, the tendency is to think: Well, I'll continue to let my partner win while I'm winning too, but I'm going to make sure he/she doesn't win more than I'm winning!

Personal Practice of Partnership creates the physical-mental-spiritual space in which possibilities can be created, suffering can be reduced, and life can best be served.

Here are three questions to guide your Personal Practice of Partnership:

- How can I best work with others to build our capacity to improve the processes and products of our efforts?
- How can I best communicate my needs to those people whose work I use?
- How can I best communicate with those people who use my work, so I can meet (and even anticipate) their needs on a constant basis?

SYSTEMS THINKING AND SYSTEMS ACTION

Systems Thinking and Systems Action is the third Personal Practice of Quality.

People who practice this daily discipline are alert to the surrounding world.

The daily practice of Quality requires us to acknowledge that 85% or more of the things that go wrong in any system result from the way we set up and perpetuate our patterns of interaction. It asks us to be patient with one another, to lend a helping hand rather than to point an accusing finger, remembering that systems most often fail people before people fail within systems.

Deming has rightly said *"Don't fix blame. work together to fix the system, that's where your problems are"*.

Here are three questions to guide your practice of Systems thinking and System Action :

- How can I discover how people and things are really connected?
- How can I best demonstrate my dedication to fixing the system, rather than fixing blame, with a deep understanding that systems most often fail their people before fail with systems.
- How can I best create positive changes in my spheres of influence, so everyone-including myself can succeed and be happier?

Process Orientation

The fourth Personal Practice of Quality is Process Orientation. The process oriented person knows that it is vitally important to have an aim. "Without an aim, you have no

system". And without a system you have no way to chart your progress. An aim is therefore necessary, but an aim by itself is insufficient.

Not failure, but low aim is a crime. Practitioners of Quality, by comparisons, know that every high quality product is a result of constancy of purpose and action. They know that the integrity of end-products depends on the integrity of processes and systems. If you want quality at the end, you must front-load. quality at the beginning and maintain it throughout the process.

Here are two questions to guide your personal practice of Process Orientation :

- How can I best understand the meaning of my life and its significance in changing course of events within myself, in my family, in my community and larger society, and in my world?
- How can I intentionally infuse Quality into every moment of my life, so my life will have greater integrity and meaning in all of its process and products?

Constant Dedication to Continuous Improvement

The fifth Personal Practice of Quality is a disciplined, constant focus on Continuous Improvement for oneself and those who are in one's spheres of influence, through the exercise of leadership, partnership, system thinking and systems action, and process orientation. This focus is the essence of the Quality journey.

Here are two questions to guide your personal practice of Continuous Improvement :

- How can I best use my time and talents to improve myself every day?
- How can I best help others in my spheres of influence at home, at work, and in the community to do the same?

I firmly believe that life offers each of us only two options. The first option is to be forever a victim, convinced that your ideas don't count, that no one really listens to you, that nothing you do will ultimately make a difference.

The second options are to be a *real-life champion*, actively working to build a better life to everyone-*a true quality world*. Each of us must make the choice *victimhood or championship and quality?* Which will it be? Former Texas Governor Ann Richards illustrate.....

"Drop the Rock-Story" (It goes something like this)

Mary is drowning in the sea. A boat comes alongside her, and people reach out their arms to help her. "Mary!" they shout, "Grab onto our hands and we'll help you climb on

board!" Mary responds, "I'm drowning, I'm drowning! I can't reach that far!" Mary sinks lower and lower in the water.

"Mary!" one of the lifesavers shouts, "We can help you to be saved, but first you have to drop the rock!"

"Rock? What rock?" Mary shouts back.

"The one around your neck!" the lifesaver replies.

Mary feels around her neck. She touches something hard and heavy and says, "Oh, you mean this" Why, this has been with me for years! I couldn't let this go!"

"Mary! Drop the rock, or t\you'll surely drown!" cries the lifesaver.

"Hurry, Mary! There's not much time left!"

End of story. Will Mary drop the rock and save herself from going under? Or will she cling desperately to the very thing that's defeating her best efforts? Will Mary choose the comfort of victim hood and certain demise? Or will she choose to own her own life and discard that which, little by little, pulls her down?

Are there any rocks around your own neck? Around the neck of your family? Your school? Your community? What will you choose to do about those rocks around your neck, beginning right now, today?

Through the daily practice of Quality, we become role models for others. Our life experiences become richer and more fulfilling. Relationships become healthier and more substantial. Our organizations become more effective and humane.

When Quality becomes a way of life, we rise to a state of being characterized by what Deming called a natural "Pride and Joy" in the processes and products of our lives.

Human Values

According to Oxford Dictionary Value means "worth". The encyclopedia of social science refers to value as interests, pleasures, duties, wants, desires and many other modalities of social orientation. The word value is derived from Latin root word "Valerie" meaning to be strong and vigorous. Different schools of thought have different meaning and concept of value.

Human Values

We are facing today multi-dimensional hazards which were never visualized before. Rapid scientific growth and technological advancement resulting in industrialization has threatened our age old moral standards. Human values are disintegrating in all walks of life, both public and personal.

Distinguished thinkers values like Gandhi, Tagore, Vivekananda have made a plea for integrating human values in education. If these human values are inculcated in our children, the 21st century can promise a hope for a much better future.

For the purpose of conceptualization and instruction we may identify the following five as basic human values.

1. Truth
2. Right Conduct
3. Peace
4. Love
5. Non-violence

Five human basic values and their sub-values

Truth	Right Conduct	Peace	Love	Non-violence
Truthfulness, Curiosity, Secularism, Discrimination etc.	Cleanliness, Regularity, Punctuality, Self Help, Self Reliance, Self Confidence courage etc.	Purity, Discipline, Integrity, Self Control, Self Respect, Meditation, etc.	Sincerity, Friendship, Devotion, Humanism, Tolerance etc.	Kindness, Helpfulness, Fellow Felling, Social Justice, Social Service democracy etc.

Truth

Among the five human values truth is considered the highest human value connected with intellectual domain of our personality. Truth is the essence of all world religions and the distinguished hallmark of human civilization.

Right Conduct

Truth in action is Right Control. Right Control or Dharma means Law of Justice.

Love

Love is not an emotion. It is the form of energy each individual transmits and receives every moment.

Love in thought is truth

Love in Action is Dharma (Right Action)

Love in Feeling is Peace

Love in understanding is Non-violence.**Non – violence**

All the above four human values result in Non – violence. Non- violence is the zenith of human achievement and perfection. Non – violence (**Ahimsa**) has three varieties, through action (Karma), through words (Bachan), through thoughts (Mana).

Parable of the Tongue (A moral of Non - violence)

A child who had never seen an old man met one and was surprised to find that the old man did not have any teeth. This was a new phenomenon for the child and inquisitively asked him , where are your teeth? Did you ever have a fine set of teeth like me? The old man took a long breath and replied, “My teeth got destroyed in the process of destroying anything that came under them”. Whereas, my tongue is still young and fresh because it accommodates everything. Practicing these six essential discipline we can make our life – a quality life.

Ahimsa Parmo Dharma.