

Legal Expenses Insurance and Quality of Legal Services

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The question:

Can quality management contributes towards:

- **Improving financial results**
- **Better performance towards the customer**
- **Motivation of the workforce**
- **Mobilising all the intellectual capabilities available in our organisation**

QUALITY

- dictionary:

Quality are the characteristics
of an entity (positive and/or negative)

- Juran:

Quality is fitness for use (positive)

QUALITY...

- is a subjective perception (Pirsig e.a.)
- is meeting specifications
- is determined by the customers (Juran/Deming)
- is no coincidence, but as a result of an intelligent effort (Ruskin)

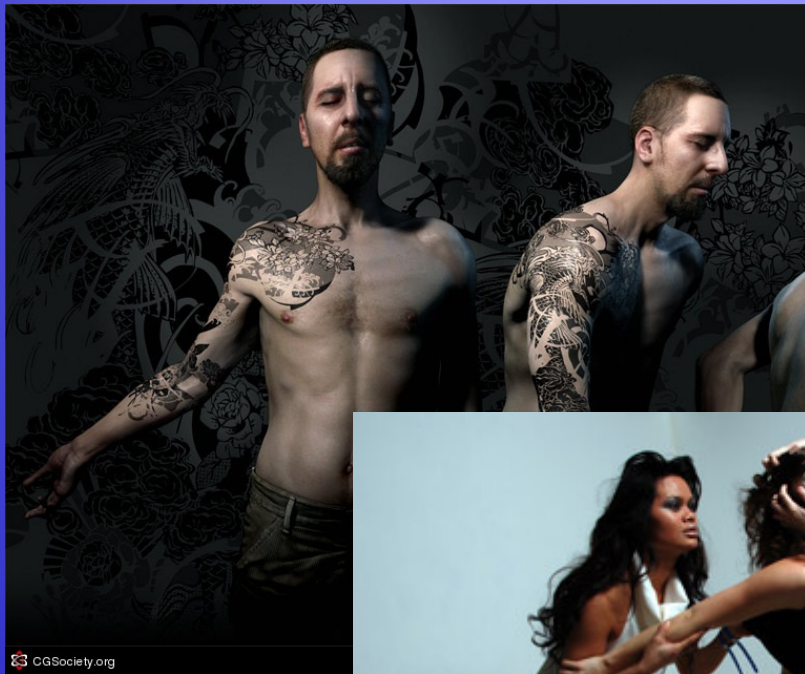
Schools in quality mngt

(quality is a subjective perception (Pirsig e.a.))

Subjective

- any entity
- individual taste
- no standards
- no criteria

Quality as often used in daily speak, marketing and sales



CGSociety.org



Schools in quality mngt

(quality is meeting specifications)

SU ***Emperical***

- entity is a concrete object
- objective conclusions
- standards
- criteria

re *Quality as a technical measurable fact often only determent by experts*

Valeo ClimTest+ en ClimService



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Inspection Results List (10 results per page)

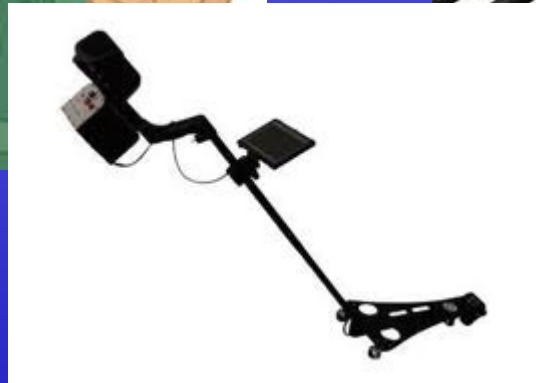
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OC Robotics



Schools in quality mngt

(is determined by the customers (Juran/Deming))

st

normative

- entity is a construct (an organisation)
- intersubjective conclusions
- models
- areas to adress

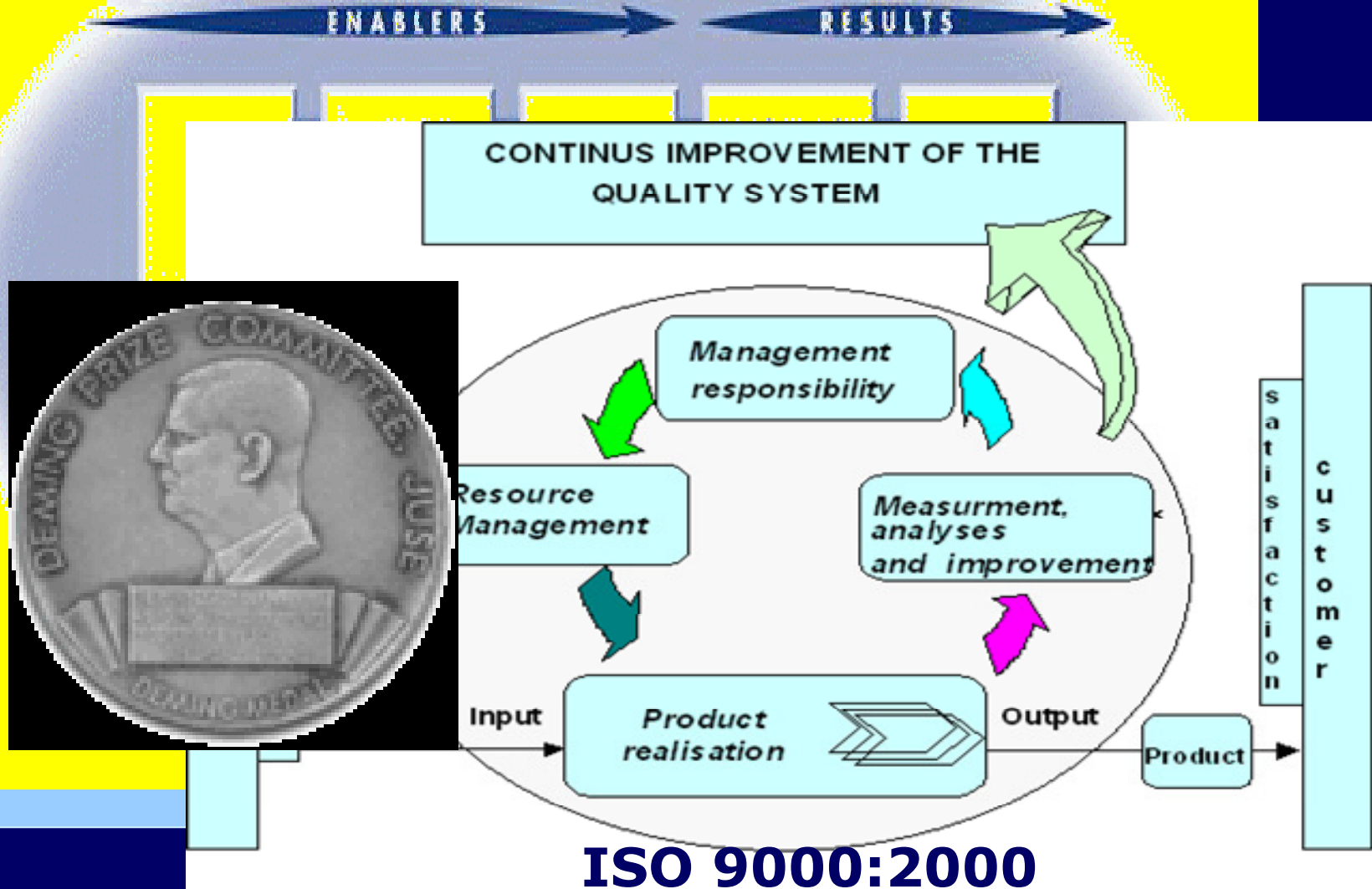
Quality is an idea of group how an construct should look like or perform

Other examples of constructs:

- **Health**
- **Happiness**
- **Beauty**
- **Security**
- **.....**

MALCOM BALDWIN AWARD

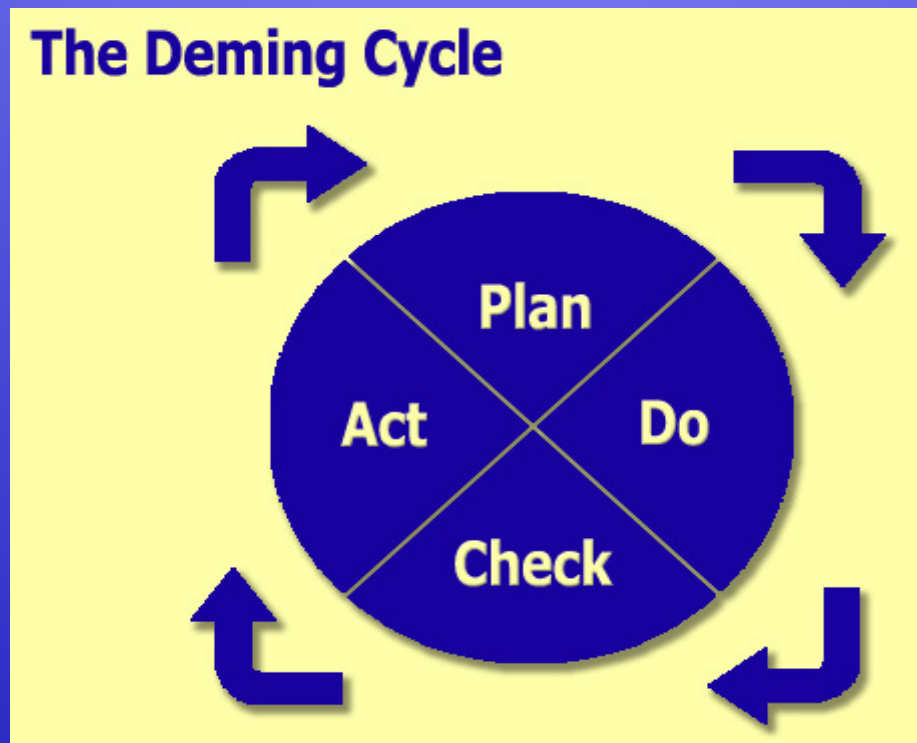
The European Business Excellence Model



International streams within the normative school

- **The Deming Prize (Japan,1951)**
- **The Malcom Baldrige National Quality Award (US,1987)**
- **The European Quality Award (Europe,1992)**
- **ISO 9000/2000 (Worldwide)**

**The so called Deming Cycle,
developed by Shewart,
is a principle which can be see in almost every
approach within the normative school**



Schools in quality mngt

(quality is not a coincidence, but as a result of an intelligent effort (Ruskin))

reflective

- entity can be anything
- reaching the essence
- filosofal schools
- ethiscs and estethics ideas

Quality is an idea of group all the aspects of an idea, construct or oject

QUALITY MANAGEMENT

Meddle with:

**The quality of an
organisation**

QUALITY MANAGEMENT

the quality of an organization

An organization is not a concrete object,
so the empirical school can not applied,
all other schools can, but the normative
schools is the most used

Evaluation and improvement system of the Dutch Police

Control oriented

visitation

emphasis on:

- **performance towards:**
 - government/politics
 - society
 - customer & partners
- **resource management**

self evaluation

emphasis on:

- **performance towards:**
 - finance
 - customer & partners
 - employees
- **management of processes**

External
view

Internal view

Businessplan

emphasis on:

- **policy & strategy**
- **leadership**
- **resource management**
- **performance towards:**
 - government/politics

peer audit

emphasis on:

- **leadership**
- **people management**
- **management of processes**
- **performance towards**
 - Customers & partners

Improvement oriented

Epilogue

*It seems to be effective
even
if you don't believe in it*

Niels Bohr