GOOD GOVERNANCE AND QUALITY MANAGEMENT PRINCIPLES

QUALITY MANAGEMENT PRINCIPLES

- CITIZEN FOCUS
- LEADERSHIP
- ENGAGEMENT OF PEOPLE
- PROCESS APPROACH
- FACTUAL DECISION MAKING
- IMPROVEMENT
- RELATIONSHIP MANAGEMENT

1. CITIZEN FOCUS

- Citizen needs and overall satisfaction
- Revolve around citizen needs
- Assess and understand citizen needs

CITIZEN FOCUS

1	2	3	4	5
CITIZEN SURVEY	CITIZEN FEEDBACK FORM	CITIZEN CHARTER	COMPLAINT REGISTER	VISITORS DIARY

2. LEADERSHIP

- **Leadership and commitment**
- **Collective Leadership**

2. LEADERSHIP

1

QUALITY POLICY

-Establish
-Communicate
-Display

2

ROLES AND RESPONSIBILITIES

3. ENGAGEMENT OF PEOPLE

- The most valuable asset of the Gram Panchayat should be its competent and engaged Elected Representatives and Employees .
- Knowledge and experience of the Elected Representatives and Employees have influence on the day-to-day functioning of Gram Panchayat .

1

QUALITY CIRCLE

2

TRAININGS

QUALITY CIRCLE

It is an informal group of Elected representatives and employees for the continual improvement of the system.

- QUALITY CIRCLE GUIDELINES
- CONSTITUTION
- QUALITY CIRCLE MINUTES
- MONITORING OF QC

TRAININGS

- Training Need Analysis
- Training Plan
- Training Register
- Training Feedback

4. PROCESS APPROACH

- PDCA Cycle

PROCESS APPROACH

1

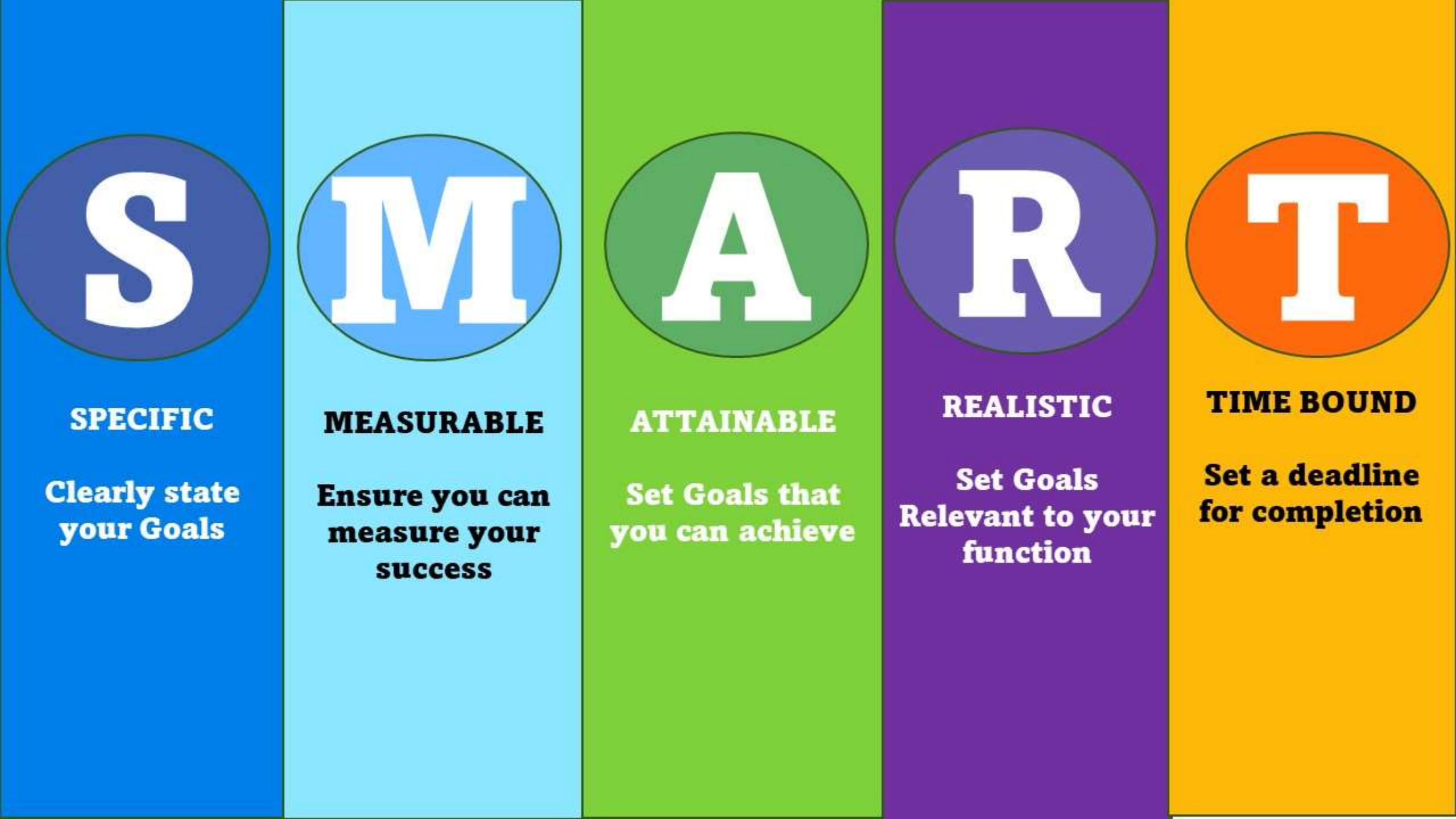
QUALITY OBJECTIVES

2

DOCUMENTATION

3

FRONT OFFICE MANAGEMENT


S
M
A
R
T
SPECIFIC
Clearly state your Goals
MEASURABLE
Ensure you can measure your success
ATTAINABLE
Set Goals that you can achieve
REALISTIC
Set Goals Relevant to your function
TIME BOUND
Set a deadline for completion

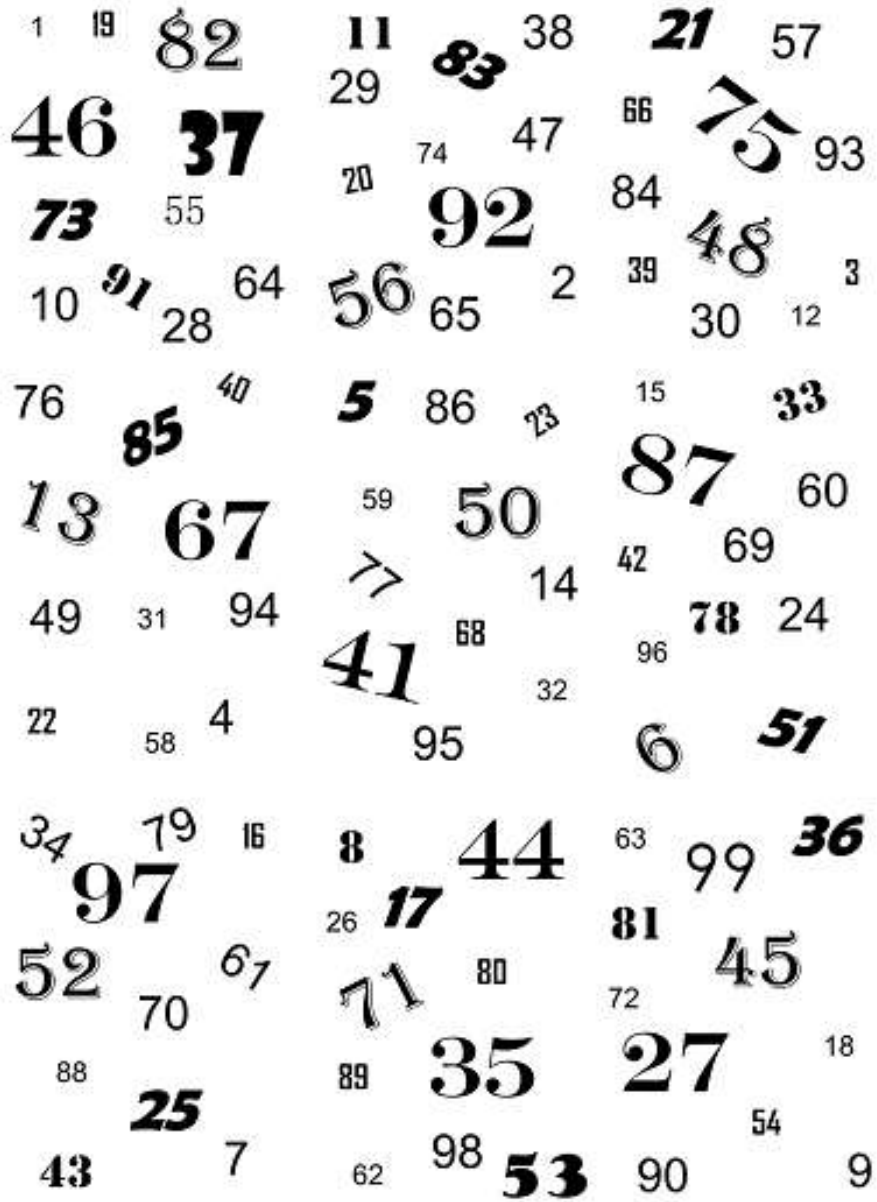
5. EVIDENCE BASED DECISION MAKING

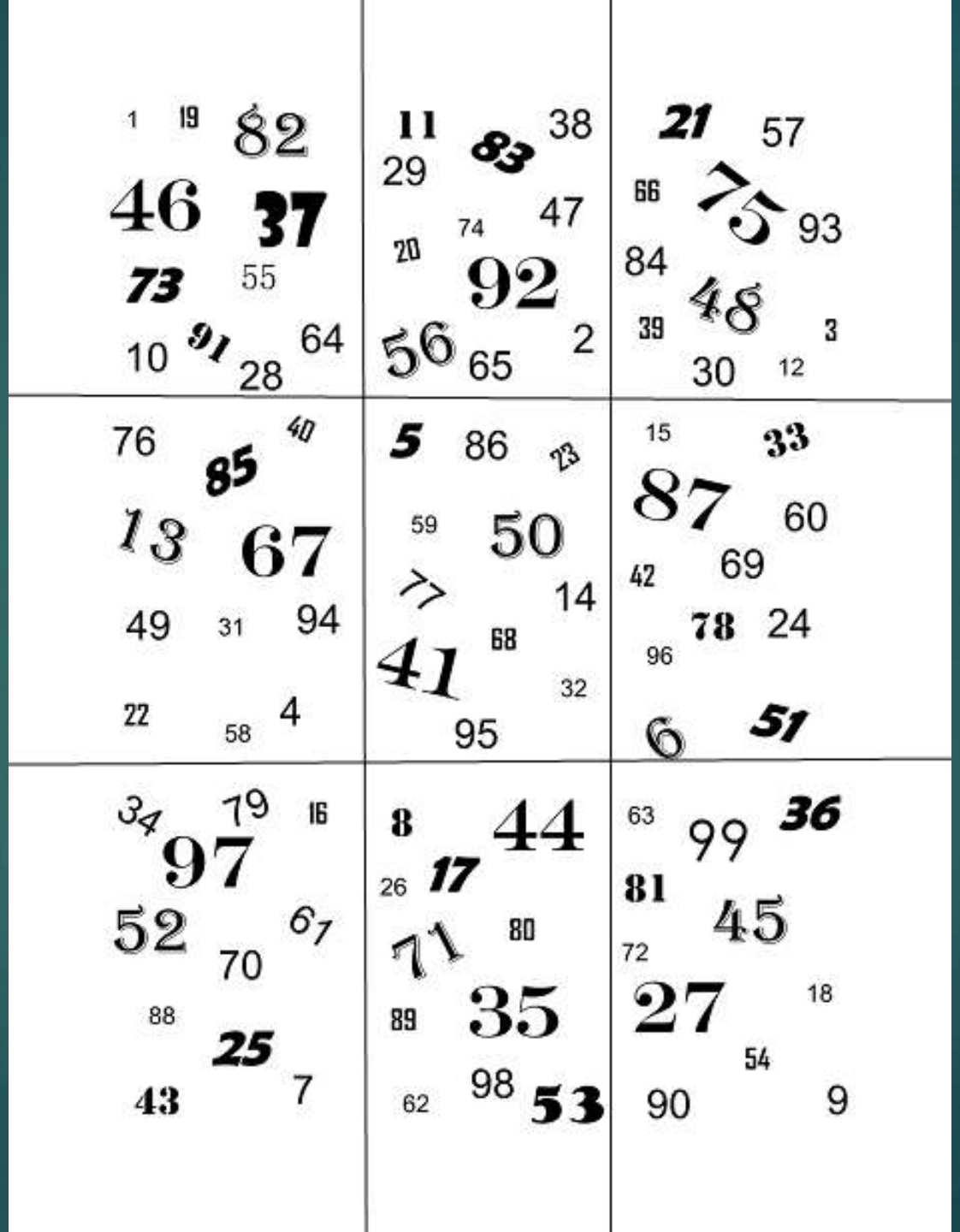
- Effective decisions are based on the analysis of data and information rather than guess work

1

RECORD MANAGEMENT

1
Sort
2
Set in
order
3
Shine
4
Standardize
5
Sustain
5S


1 19 82 11 83 38 21 57
29
46 37 47 66 75 93
74
20 92 84
73 55 48
10 91 28 64 56 65 2 39 3
30 12
76 40 5 86 23 15 33
85
87 60
13 67 59 50
69
77 14 42
49 31 94 78 24
68 96
41
32
22 58 4 95 6 51
34 79 16 8 44 63 99 36
97
26 17 81
52 61 80 45
70 71 72
88 89 35 27 18
25 54
43 7 62 98 53 90 9


1 19 82
46 37
73 55
10 91 28 64
11 38
83
29
47
74
20
92
56 65 2
21 57
66
75 93
84
48
39 3
30 12
76 40
85
13 67
49 31 94
22 58 4
5 86 23
59 50
77 14
68
41 32
95
15 33
87 60
42 69
78 24
96
6 51
34 79 16
97
52 61
70
88
25
43 7
8 44
26 17
71 80
89 35
62 98 53
63 99 36
81
45
72
27 18
54
90 9

RECORD MANAGEMENT

- Sorting
- Setting
- Preparation of Record Retention Schedule
- Preparation of Record Index
- Maintain Record Movement Register
- Preparation of Record Destruction Register
- Assign duty for Record Keeper
- Measures for Rodent and Pest control

T1_B2
T1_B3
T1_B4
T1_B5
T2
T2_B1
T2_B2
T2_B3
T2_B4
T2_B5
T3
T3_B1
T3_B2
T3_B3
T3_B4
T3_B5

6A
06
5A
05
04
3A
03
02
1A
01

6. IMPROVEMENT

- Effort to constantly improve the QMS to meet Citizen needs and expectations.
- Involves planning, implementing ,monitoring and correcting any problems that may occur.

1

INTERNAL AUDIT

2

MANAGEMENT REVIEW

INTERNAL QUALITY AUDIT

- Audit done within the Gram Panchayat to assess the activities associated with each position .

- A Group of selected elected representatives and employees are trained for conducting the internal quality audit.

- Reports are presented towards the Panchayat committee for corrective actions and continual improvement.

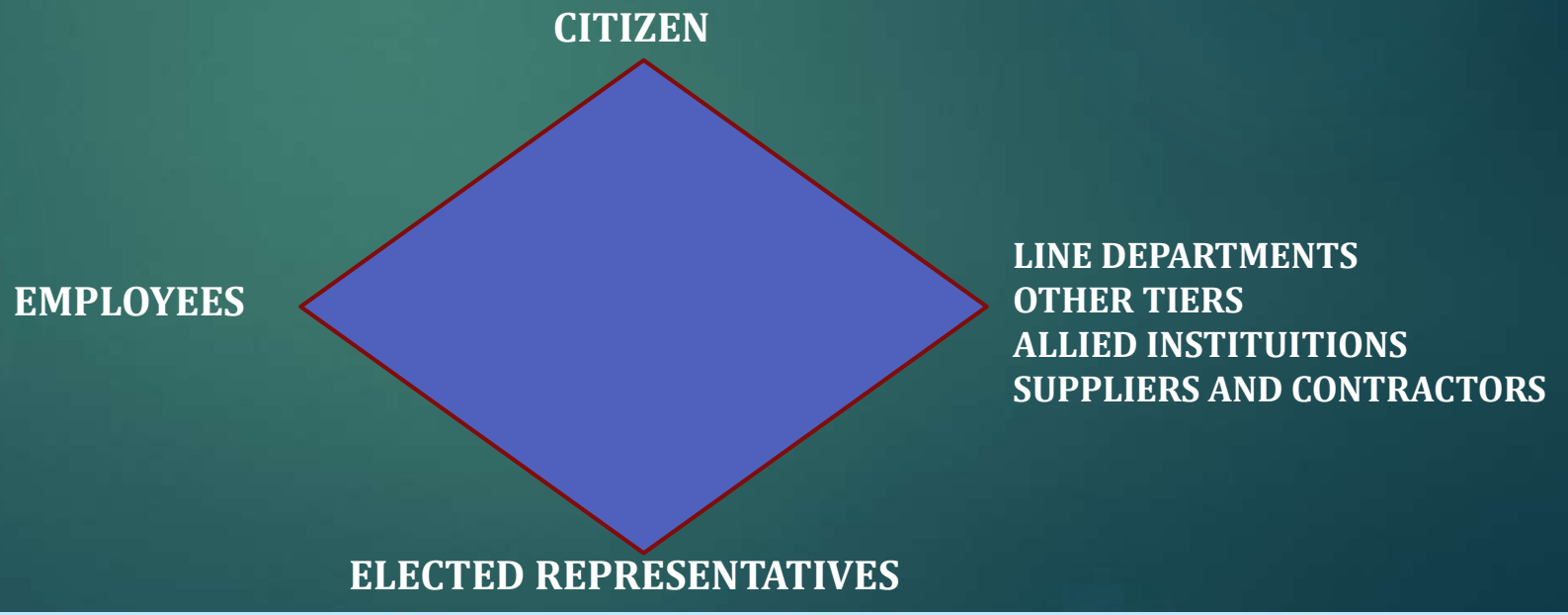
- LIST OF INTERNAL AUDITORS
- INTERNAL AUDIT CALENDER
- INTERNAL AUDIT SCHEDULE
- AUDIT OBSERVATION SHEET
- NON-CONFIRMITY REPORT

MANAGEMENT REVIEW (Panchayat Committee)

- GRAM PANCHAYAT COMMITTEE REVIEWS THE ACTIVITIES AND TAKE CORRECTIVE ACTIONS
- MANAGEMENT REVIEW MINUTES

7. RELATIONSHIP MANAGEMENT

- Building a sound relationship with the Citizens and interested parties by the Gram Panchayat
- Gram Panchayat can improve the service only if they have good support from the stakeholders.



PRINCIPLES	ACTIVITIES
CITIZEN FOCUS	CITIZEN SURVEY REPORT,CITIZEN FEEDBACK,CITIZEN CHARTER,COMPLAINT REGISTER,VISITORS DIARY
LEADERSHIP	QUALITY POLICY & ROLES AND RESPONSIBILITIES
ENGAGEMENT OF PEOPLE	QUALITY CIRCLE & TRAINING
PROCESS APPROACH	FRONT OFFICE MANAGEMENT,DOCUMENTATION,QUALITY OBJECTIVES
EVIDENCE BASED ON DECISION MAKING	RECORD MANAGEMENT
IMPROVEMENT	INTERNAL AUDIT,MANAGEMENT REVIEW
RELATIONSHIP MANAGEMENT	CITIZENS,EMPLOYEES,SUPPLIERS,ELECTED REPRESENTATIVES

THANK YOU