

2<sup>nd</sup> Quality Conference, Galilee

"Quality – In Praxis"

Ort Baruda, Carmiel

APPLICATION OF A  
"QUALITY" APPROACH SIDE BY SIDE WITH A  
"QUANTITY" APPROACH AS AN  
ORGANIZATIONAL RESPONSE TO FINANCIAL  
CRISIS

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# Range of the problem



Sustained financial danger❖

Burned out budgets and ❖  
resources

At a crossroads❖

Slow and difficult growth❖

Diminishing initiative and ❖

# Range of the problem and in greater focus...

Organizations or intra-organizational units concerned with planning, development, and maintenance of technologies, in light of turbulent and complex fiscal realities, reach a significant crossroads - rich in unique risks and specific to such organizations.

# Range of Deliberations

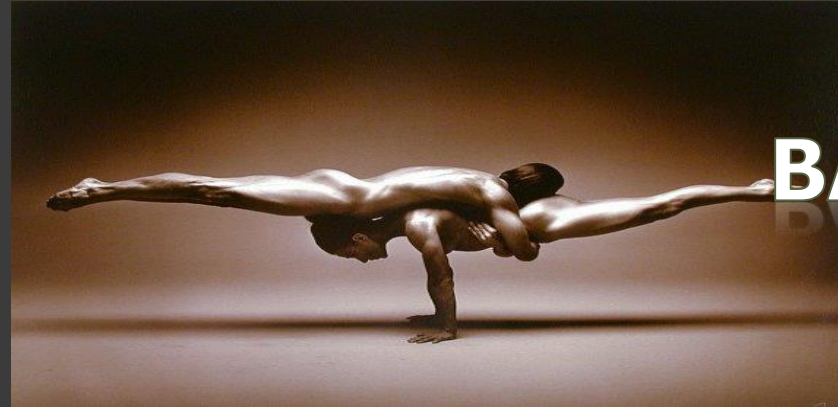


CONSERVATIVENESS

ENTERPRISE



# Range of deliberations and in greater focus...

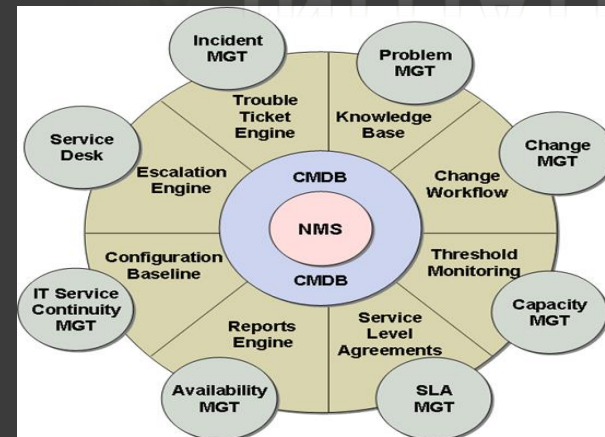


**BALANCE**

**CONSERVATIVENESS**



**INITIATIVE**





# The Quantitative Approach

## Business Plan

Maintaining strength and stability in fiscal crisis

Expected gross turnover

Anticipated expenses

Required operating profit

Required profit

Implications: downsizing, cutbacks, dismiss



# The Qualitative Approach

## Internal Order

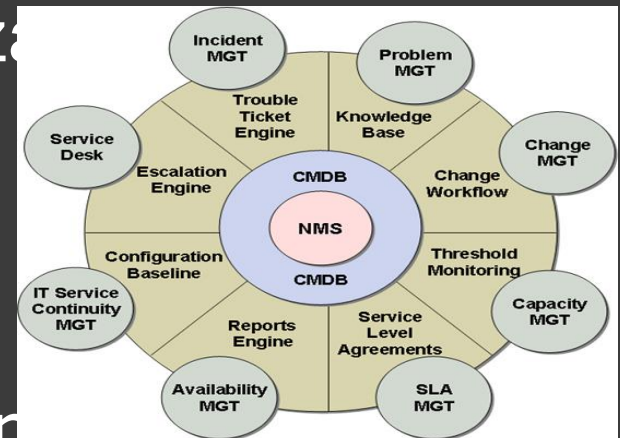
Quality and standardization

Methodology

Project Management

Organizational development

Implications: improvement and preparedness  
for the next era



Maintaining human  
resources, knowledge  
and service level

# Suggested Policy and Solutions

Limitation of Quantitative Approach (1

Encouragement of Qualitative Approach (2

Emphasis on and nurturing of the "internal order" (3

within an organization



# Policies and Solutions

## Limiting the Quantitative Approach (1

Efficiency plan ❖

Business plan including policies, goals, and objectives ❖

No harm to R&D and organizational knowledge management ❖

No harm to existing business processes ❖

No harm to the level of service and support ❖

# Policies and Solutions

## Encouragement of Qualitative Approach (2

Sending a message inside and outside encouraging this approach ❖

Setting capacity modification and planning implementation ❖

Engaging employees and managers ❖

Engaging core customers ❖

Engaging external factors such ❖

# Policies and Solutions

Emphasizing and nurturing the "internal order" (3) within an organization

## **Organizational Governance**

The central mechanisms through which an organization ensures that it is moving along a desired path.

“Central Mechanisms” constitute administrative functions, decision-making processes, prioritization, as well as methods for tracking and monitoring.

# Policies and Solutions

## IT Governance

A sub-category of Organizational Governance, the IT Governance supports an organization's goals and objectives.

Primary objectives in exercising ITG are:

To align IT activities with the strategic and .1 commercial goals of the organization.

To ensure that such implementation with .2 regards to development and maintenance is

# Policies and Solutions

**How do we move forward?**

## **:Stage 1**

Alignment between the needs of the organization and IT activities, analysis of gaps, and constructing a strategic plan

## **Stage 2:**

Creating a reference framework which includes policy, business processes, resource management and problem management

# Policies and Solutions

## :Stage 3 (1

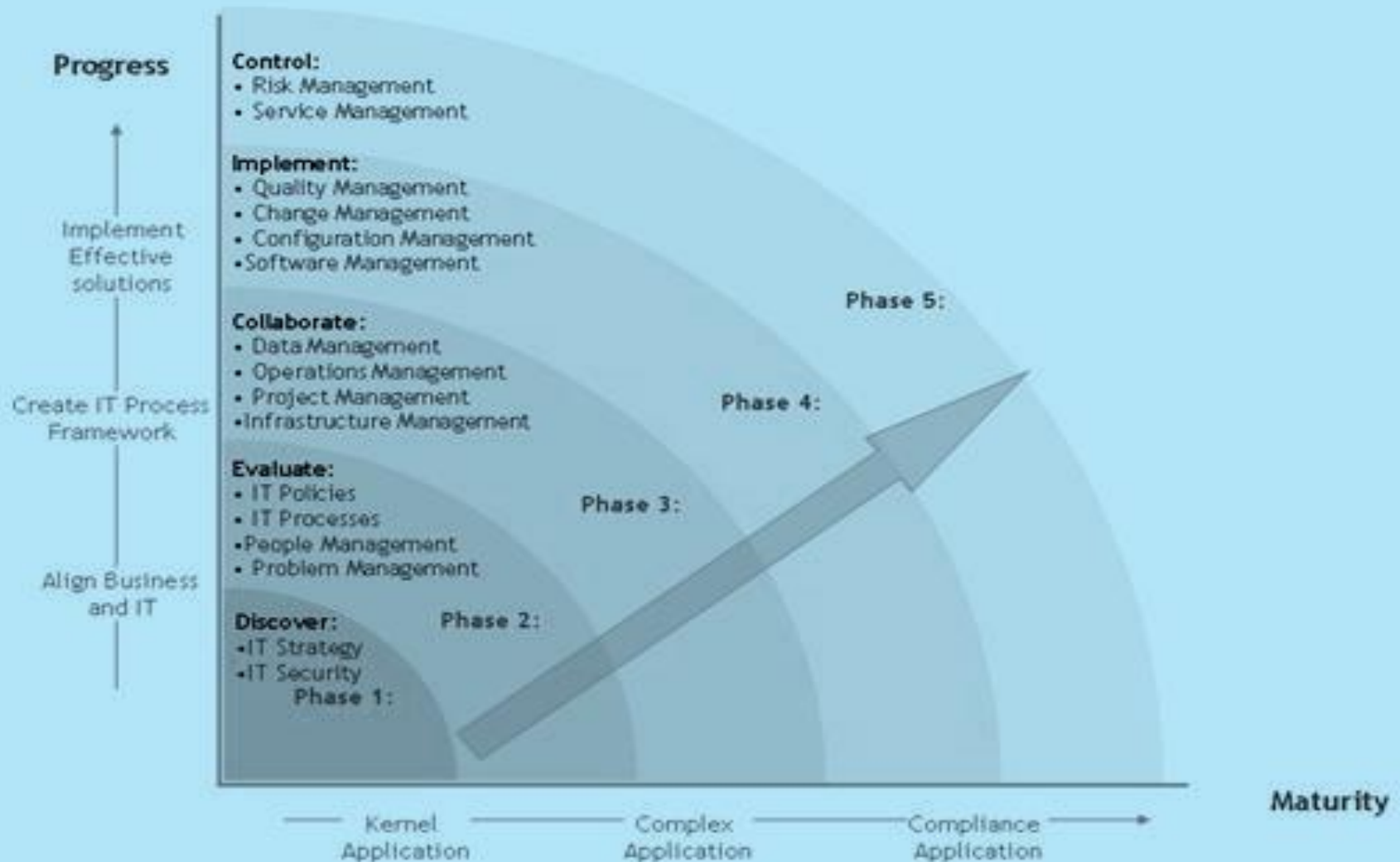
Instituting and integrating solutions such as development processes, configuration management, failure management and quality management

## :Stage 4 (2

Constructing and implementing wholesome control processes, and applying service management standards and risk management



# Policies and Solutions



# Policies and Solutions

## :Highlights of the process

Implementation of IT carried out with cost/benefit ❖

outlook

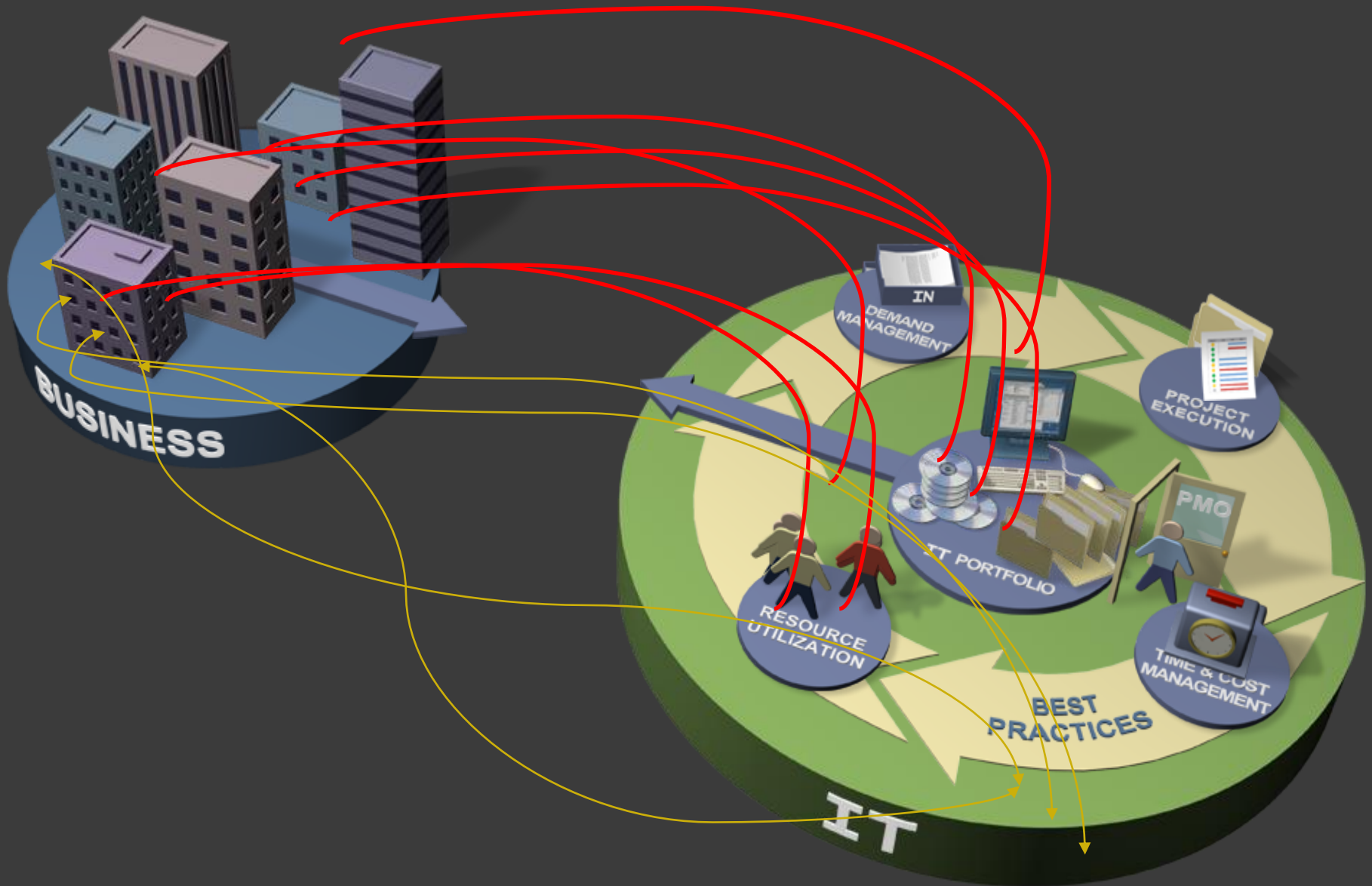
Planning and investment ❖

in knowledge, mechanisms and tools over time

Adoption of new concepts regarding IT system ❖

integration in management processes and

# Given Situation



# New Situation

## IT governance / Organization Model Doing the right things



# Main contents of ITG

# Demand Management

# Process Management

# Portfolio Management

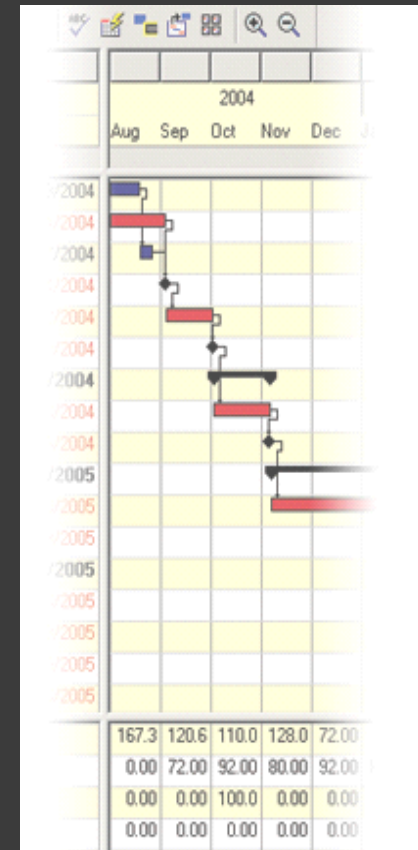
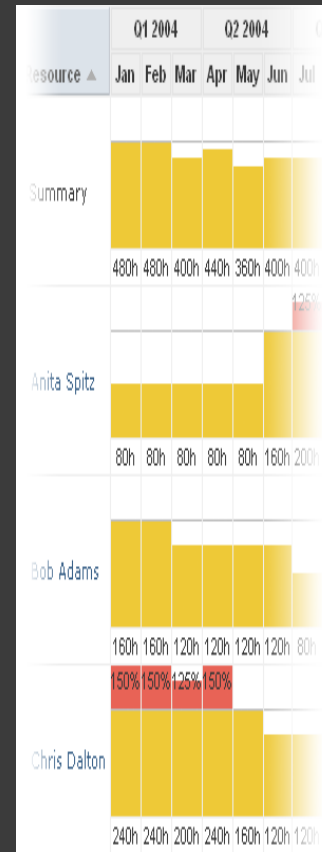
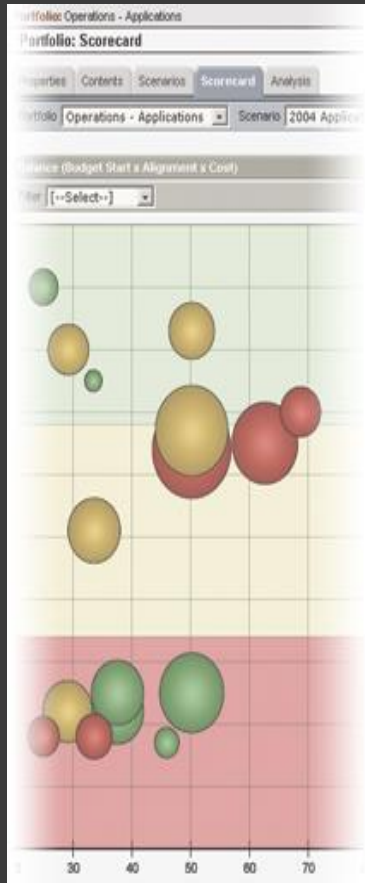
# Resource Planning

# Project Management

# New Audit Application

## Additional Reports

# Scope Change Request



# Summary

Understanding the Qualitative Approach and relating to it as a complementary solution to the Quantitative Approach may bring many gains to the organization ❖

It is possible and even desirable to take advantage of slowing conditions in order to create an infrastructure for future growth ❖

It is important to create a work plan which balances the need to meet the conditions of the crisis and its repercussions as well as the need to create conditions of strength, stability and safeguarding of corporate knowledge assets. ❖