

Reinventing Quality Management – Manifesto for agile QM

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Digital transformation changes technology, society and organisations. Some say the 4th Industrial Revolution started. Never before have we seen so many and deep innovations and changes. The world has become 'vuka', volatile, uncertain, complex, ambiguous.

Servant leadership, agility, organisation 4.0 are buzzwords around. Indeed, this is more than a hype. People have taken initiative to change their organisations according to the constraints of the digital transformation.

That changes opportunities and requirements for a modern QM. Classical QM was specialised for stable, hierarchical process organisations. Many now transform towards agile, self-managed organisations. Thus, we will have to reinvent QM. The author will show the basic concepts of a Quality Assurance 4.0 and an agile QM.

About the Speaker:

Benedikt Sommerhoff is Director Innovation & Transformation at DGQ (German Quality Association). Since 19 years, he has held several expert and management positions at DGQ. He started as quality engineer in an automotive company and developed to be a quality scientist as well as a practical man of action in the field of quality management and organisational development. Now he shall concentrate the innovative forces of the large DGQ network, to reinvent quality management for a transformed economy. He is said to be an inspiring lateral tinker and an entertaining speaker.