

Pragmatic quality

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Normally, our professional careers are assessed in terms of the projects we have completed, the goals achieved and the targets that were attained after years of effort. In my presentation, you will be able to see some of these with which I am certainly satisfied but what I am really proudest of are not the things I have done, but rather all the things I have prevented from happening and could have generated unnecessary risks for the organizations I have worked for. Regrettably, or perhaps fortunately, I will not be able to show you any evidence.

The first three projects refer to work in which the quest for economic management through the development of ways to reduce the impact of the costs of obtaining quality, or else by leading teams to minimize supplier-derived quality problems in multinational settings, focused on a concept that is fundamental nowadays, namely “teletransporting” leadership.

In the second part, I present three examples of projects intended to sum up 20 years as a quality trainer. Working with complex tools through the creation of educational games opens up new potential for personal growth in teams and greater effectiveness in training.

Finally, I explain the essence of the article I had the occasion to write for the AEC’s publication about “continuous improvement and the nail” explaining my vision of the role quality must take on in future.