

# Quali'Bord - The French Quality Dashboard

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- ★ We hear all at one time or another some comments on quality level in France
  - « Quality in France do not complain to much ! »
  - « Anyway there are lot of ISO 9001 certified companies in France it's good »
  - « I find that we are behind on innovation in Europa »
- ★ We tried to objectify these words by setting the first quality dashboard for France to know the « pulse of quality in France »
- ★ In order to find the most relevant indicators we relied on Balanced Scorecard approach and we identified 15 indicators according to 4 themes :
  - Finance
  - Stakeholders
  - Process
  - Organizational learning
- ★ After an overall view each indicator is stated with diagram, scoring, level, trend and benchmark
- ★ Finally the interactions between the different themes and indicators show the « French quality rocket » !
- ★ Quali'Bord is a dynamic to achieve the 2020 French quality vision