

Quality people - the key to reduce corruption

Quality is a result of care. It is also a value (Pirsig).

One of the best ways to reduce corruption is the appointment of quality people. Quality people determine all systems, operational and/or all functional and/or line systems and all secondary or support systems such as financial, human resources and information technology.

The best companies employ the best people. Quality, in this case, includes competent and ethical people. People with knowledge, experience and the appropriate attitude (ethically and morally) to execute all operations with integrity-driven performance.

TRUST

If a company or institution has quality people, it means that there is trust amongst the staff. Such an institution does not need bureaucratic procedures to protect it from corruption.

Quality people need the minimum number of rules and regulations to determine the flow of operations. Quality people do not need large numbers of support staff like secretaries, receptionists and personal assistants. The Brazilian company Semco is an example of such an institution (Semler).

Quality organisations are transparent. They make all information about operations, including financial systems and profit margins, available to all employees (Semler).

COMPANY CULTURE

Quality people need one page memos and short, to-the-point meetings.

Managers of quality institutions do not need perks to serve their egos, thereby preventing feelings of segmentation and polarisation between employees and managers. Such managers do not need large offices that



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increase overheads.

Quality institutions do not need Quality Assurance Departments, because quality people take full accountability for their actions. The buck stops with quality people. Quality people do not believe in practising a blame culture. Board members are evaluated based on their contribution in executing the corporate values.

Quality institutions allow their staff to work flexible hours and focus on outcomes and outputs, not inputs.

PEOPLE FIRST

Truly modern companies avoid obsession with technology and put quality of life first (Semler).

In quality institutions, leaders have earned the respect of their people. Respect and credibility in such institutions are not based on authority, but on leading by example.

Top managers and leaders are not authoritarian. They practice visionary, moral, participatory and transformational leadership. Such managers inspire people, because people respect them for whom they are, for their characters (virtue ethics).

Quality institutions do not need many tiers of managers. They use flat and circular management structures.

Do you perform quality work for a quality institution?

• References

Pirsig, R.M. 1999. *Zen and the Art of Motorcycle Maintenance*.

Semler, R. 1999. *Maverick!*

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