The Quality Control Manual

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The Role of Leadership

Whenever the senior managers’ role is discussed the Baldrige Award comes in mind. It has been a crucial part in transforming the thinking and behavior of American Managers. It has clearly informed the basic principles of quality management. Further, it also highlights the roles of senior management in quality improvement programs. The quality improvement programs demand for the active involvement of senior leaders. They are also responsible to motivate the employees by informing about the significance of quality and provide the resources. Senior management is responsible to bring the quality on the agenda of an organization. For instance, Bob Galvin was the former CEO of Motorola and he is an example for the promotion of quality improvement programs in Motorola Company (Gravin, 1991).

The senior manager has to play all the mentioned roles in order to implement the strategic quality programs. As a cheer leader, the senior manager will have to motivate the employees. The senior manager must be an example to ensure the management quality within the organization. All of the responsibilities of the senior management also demand to be a role model. Until or unless the senior manager is not following the rules in implementation of quality improvement programs, he or she cannot expect from the work force to do the same (Floyd & Wooldridge, 1991). They should set an example for the employees. At the same time, being a decision maker they come up with the policies for the company to successfully implement the quality improvement programs. Moreover, they will also provide resources in various forms in order to achieve the objectives related to quality.

Having the identified roles help the firm to implement its policies and programs effectively. When everyone is assigned with their organizational responsibility, they will remain focused and directed. Moreover, company also needs a change and the upper management can initiate the change and provide the employees with required resources. Otherwise, it will be difficult for the company to articulate the vision and mission to the employees. If roles are not identified the employees will not stay engaged. It will affect the performance and practices of the company. There are also chances of mismanagement.

With the help of operational metrics, the senior manager can monitor and assess the performance of the employees (Gunasekaran, Patel & Tirtiroglu, 2001). At the same time, by measuring the figures they can give a feedback. The metrics also derive the objectives for the processes and goals can be improved by comparing it with the metrics.

**References**

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