



# Institute for National Transformation

## Lecture 7

# God's Quality Management System



# LEARNING OBJECTIVES

1. To understand systems, policy, process, procedure
2. To understand Genesis 1:26 concept of God's image and likeness
3. To explore leadership and management concepts as illustrated in Gen 1-3
4. To examine the sequence God used in creation and relate it to the modern day concept of Quality Management

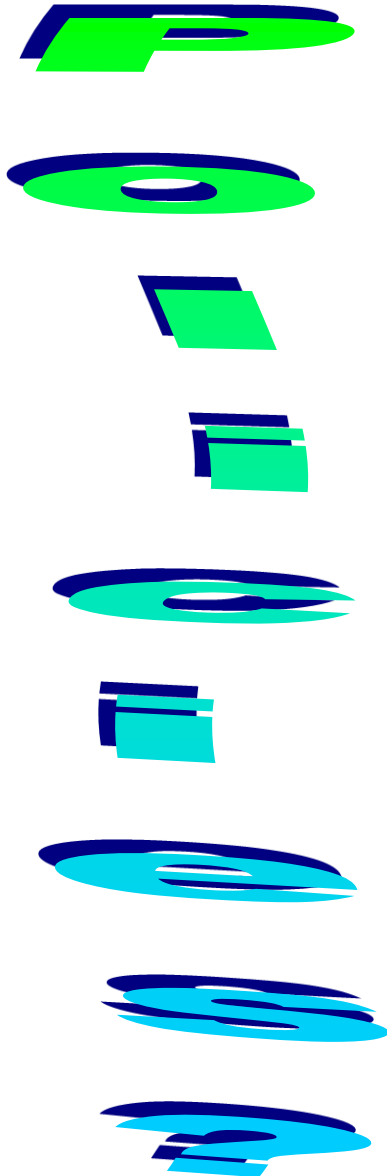
# Definitions: System



- 1. An arrangement of **many parts that work together** for example: *a railway system; the solar system; the digestive system.*
- 2. A **way of organizing** something according to certain ideas or principles *a system of government/education.*
- 3. A **plan** or **method** *What is your system for washing the dishes?*
- 4. A group of **interacting, interrelated, or interdependent elements** forming a complex whole.



# Definition: Policies



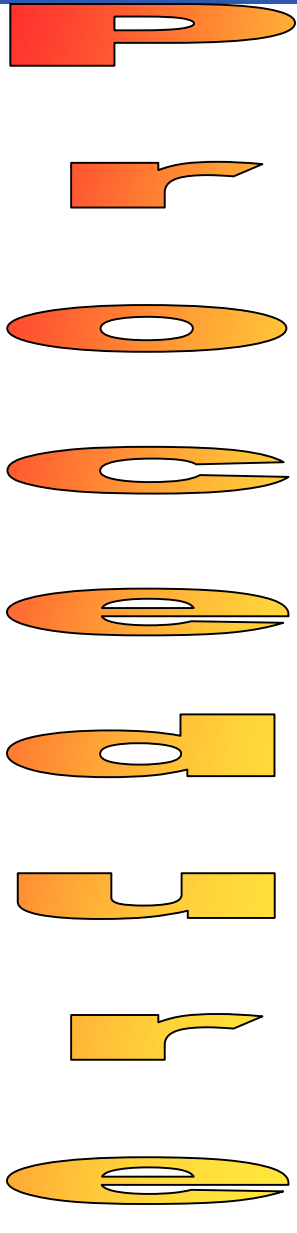
- Rules and guidelines that ensure consistency and compliance with strategic direction.
- Rules under which an organization will operate.
- Guidelines under which procedures are developed.
- Policies usually address:
  - **what** the policy is and its classification,
  - **who** is responsible for the execution and enforcement of the policy, and
  - **why** the Policy is required.

# Definition: Process



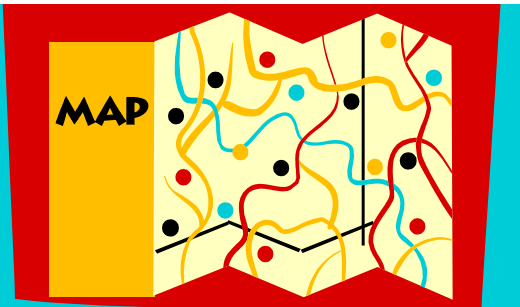
- Related activities that produce a specific service or product (example, Procurement to Payment).
- Processes indicate where there is a separation of responsibilities and control points.
- Processes address;
  - *who* is responsible to perform the Process (department, division),
  - *what* major functions are performed, and
  - *when* the function is triggered.

# Definition: Procedure



- The specific instructions necessary to perform a task or part of a process
- Can take the form of a work instruction, a desk top procedure, a quick reference guide
- Usually addresses only a single task
- Procedures usually detail:
  - **who** performs the procedure
  - **what** steps are performed
  - **when** the steps are performed, and
  - **how** the procedure is performed

# Example



## DRIVING FROM CITY A TO CITY B

- **SYSTEM:** ROAD TRANSPORT SYSTEM (NETWORK OF PROCESSES)
- **POLICIES:** LAWS AND RULES OF THE ROAD (e.g speed limits). They provide the environment that will establish the processes and procedures
- **PROCESS:** The high level view showing the journey say on a map
- **PROCEDURE:** The detailed steps or maneuvers one has to take to perform an activity under the process e.g start here, turn right at this junction, take the the third exit etc

## Laws and Rules of the Road

### Speed Limits

California has a "Basic Speed Law." This law means you may never drive faster than is safe for current conditions. For example, if you are driving 45 mph in a 55 mph speed zone during a dense fog, you could be cited for driving "too fast for conditions." You may never legally drive faster than the posted speed limit, even if you think it is safe to do so.

Regardless of the posted speed limit, your speed should depend on:

- The number and speed of other vehicles on the road.
- Whether the road surface is smooth, rough, graveled, wet, dry, wide, or narrow.
- Bicyclists or pedestrians walking on the road's edge.
- Whether it is raining, foggy, snowing, windy, or dusty.

### Maximum Speed Limit

## Policies







Policies are the guidelines or laws that drive the Processes and Procedures.

## Processes

Processes are a high level view. The tasks within the overall process are identified



<http://kcggroup.com/Pictures/Whatisthedifference-PPP.png>

Maneuvers	Distance	Maps
 1: Start out going EAST on W SUNSET BLVD toward ARGYLE AVE.	0.6 miles	<a href="#">Map</a>
 2: Merge onto US-101 S.	5.2 miles	<a href="#">Map</a>
 3: Take the LOS ANGELES ST exit.	0.1 miles	<a href="#">Map</a>
 4: Turn RIGHT onto N LOS ANGELES ST.	0.2 miles	<a href="#">Map</a>
 5: Turn RIGHT onto TOM BRADLEY BLVD.	<0.1 miles	<a href="#">Map</a>
 6: End at Los Angeles, CA US		<a href="#">Map</a>
Total Est. Time: 9 minutes    Total Est. Distance: 6.35 miles		

## Procedures

Procedures are the detailed steps required to perform an activity within a process.





# What is the difference between Leadership and Management?

<b>LEADER</b>	<b>MANAGER</b>
Innovates	Administers
Is an original	Is a copy
Develops	Maintains
Focuses on people	Focuses on systems and structure
Inspires trust	Relies on control
Has a long-range perspective	Has a short-range view
Asks what and why	Asks how and when



# DIFFERENCES BETWEEN A LEADER AND A MANAGER

<b>LEADER</b>	<b>MANAGER</b>
Has eye is on the horizon	Has eye always on the bottom line
Originates	Imitates
Challenges status quo	Accepts the status quo
Is his or her own person	Is the classic good soldier
Does the right thing	Does things right



# Richard Daft

Looked at the differences between management and leadership from 5 different angles, that of :

- (i) direction,
- (ii) alignment,
- (iii) relationships,
- (iv) personal qualities, and
- (v) outcomes.

From characteristics that have not been mentioned by Bennis, Daft listed the following:



# DIFFERENCES BETWEEN A LEADER AND A MANAGER

<b>LEADER</b>	<b>MANAGER</b>
<b>Direction</b> Creates vision and strategy	<b>Direction</b> Plans and budgets
<b>Alignment</b> Allows room for others to grow, and change him/her in the process	<b>Alignment</b> Is generally directing and controlling
<b>Alignment</b> Reduces boundaries	<b>Alignment</b> Creates boundaries
<b>Relationship and influence</b> Based on personal power	<b>Relationship and influence</b> Based on position power



# DIFFERENCES BETWEEN A LEADER AND A MANAGER

<b>LEADER</b>	<b>MANAGER</b>
<b>Relationships</b> Acts as coach, facilitator and servant	<b>Relationships</b> Acts as boss
<b>Personal Qualities</b> Exhibits and focuses on: Emotional connectedness Open mind Listening Nonconformity Insight into self	<b>Personal Qualities</b> Exhibits and focuses on Emotional distance, Expert mind, Talking Conformity, and Insight into organization



# DIFFERENCES BETWEEN A LEADER AND A MANAGER

<b>LEADER</b>	<b>MANAGER</b>
<b>Outcome</b> Creates change	<b>Outcome</b> Maintains stability
<b>Outcome</b> Creates a culture of integrity	<b>Outcome</b> Creates a culture of efficiency



# Leaders and managers need each other!

- Good leadership without good management results in failure to achieve vision
- Good management without good leadership leads to stagnation
- Vision must be followed by systems, processes and procedures
- In government, church, home, institutions who are the leaders and who are the managers??



# IMAGE... LIKENESS... DOMINION

Let us make *man* in **Our image**, and  
according to **Our likeness**; let *them* have  
**dominion** over...

## **Genesis 1:26**

- Image = God's Character
- Likeness = God's Functionality
- ORDER IMPORTANT: **First image**...then  
**likeness**... then **having dominion**





## 2 PETER 1:5-8

- *And beside this, giving all diligence, add to your **faith virtue**; and to virtue **knowledge**; And to knowledge **temperance**; and to temperance **patience**; and to patience **godliness**; And to godliness **brotherly kindness**; and to brotherly kindness **charity**. For if these things be in you, and **abound**, they make you that ye shall neither **be barren nor unfruitful** in the knowledge of our Lord Jesus Christ.*



# IMAGE

## Image = Divine Nature: Developing & Maturing in Christ's Character

- **Faith** = Confidence in God and in ourselves
- **Virtue** = integrity, moral uprightness
- **Knowledge** = truth about God and about His creation
- **Self-Control** = lust of the flesh, eyes, and pride of life
- **Long Suffering** = patience, perseverance
- **Godliness** = God's agenda or Kingdom on earth-righteousness and justice
- **Kindness** = affection to others
- **Charity or love** = goodwill towards all men!



# LIKENESS: FUNCTIONING LIKE GOD

The Lord by **wisdom**  
hath founded the earth;  
by **understanding**  
hath he established the  
heavens. By his  
**knowledge**, the  
depths are broken up,  
and the clouds drop  
down the dew.

**Proverb 3:19**



# Questions Arising From Proverb 3:19



- ⑩ *What is the **wisdom** by which the Lord founded the earth?*
- ⑩ *What is the **understanding** by which He established the heavens?*
- ⑩ *What is the **knowledge** by which He broke up the depth, and the clouds dropped down the dews?*
- ⑩ *Answers to these questions will help us better exercise dominion according to **God's Pattern***



# Proverbs 24:3,4



Through **wisdom** a house is built;

And by **understanding** it is established:

By **knowledge** the rooms are filled with all precious and pleasant riches.



# God Quality System

In Genesis Chapter 1, every time “God said something”, the following happened:

1. Leadership Principle(s) is (are) illustrated;
2. Management Principle(s) is (are) established;
3. System(s) is(are) set up;
4. Processes are set up within the system(s);
5. Procedures are setup to establish processes;
6. Documentation and records are carefully kept.



# GOD - The TQM Leader



## **Day 1: Genesis 1:1-5**

**3**And God said, Let there be light: and there was light.

**Systems Setup: Heaven & Earth**

**Leadership Principle Demonstrated:**

**Vision or Policy Statement**

**(Let There Be Light)**



# GOD - The TQM Leader



## Day 2 - Genesis 1:6-8

**6**And God said, Let there be a firmament in the midst of the waters, and let it divide the waters from the waters.... **8**And God called the firmament Heaven.





# GOD- The TQM Leader

## Day 2 - Genesis 1:6-8

### Management Principle Illustrated:

**Systems Setup:** The Firmament

**Processes:** Atmospheric Science, Weather Patterns;

**Procedures:** Water cycle, Wind Patterns, etc!

**Elements:** Air, phase cycle (solid, liquid, gas), etc

### GEOLOGY

### Leadership Principle Demonstrated:

**Create an Enabling Environment**

**Operational Scope and Guidelines**

(Constitution, Laws, Policies and Guidelines)



# GOD- The TQM Leader



## Day 3- Genesis 1:9-11

**9** And God said, ...Let the dry land appear: and it was so. **10**And God called the dry land Earth; and the gathering together of the waters called he Seas: and God saw that it was good. **11**And God said, Let the earth bring forth grass, the herb yielding seed, and the fruit tree yielding fruit after his kind, whose seed is in itself, upon the earth: and it was so.



# GOD- The TQM Leader

## Day 3 - Genesis 1:9-11

### Management Principle Illustrated:

**Systems Setup:** The LAND- Communities, nations,

**Processes:** Geosciences, (Soil Science), Botany  
(Flowering & Non-Flowering Plants);

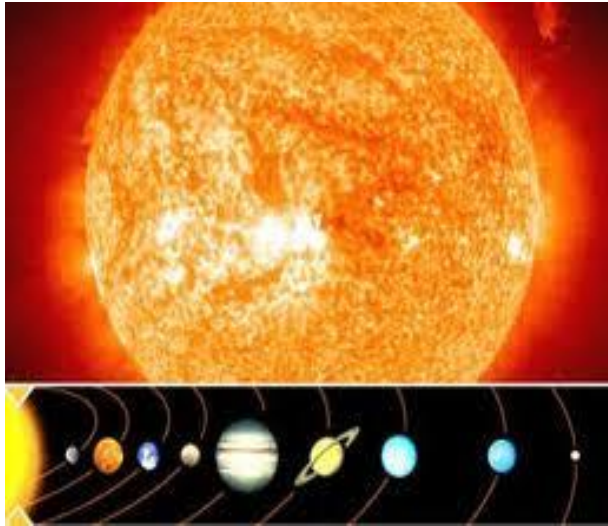
**Procedures:** - Geochemistry, DNA as a Super  
intelligent molecule, etc!

### Leadership Principle Demonstrated:

**Infrastructure and SEED-Bearing Programs**



# GOD- The TQM Leader



## Day 4 - Genesis 1:14-19

**14**And God said, Let there be lights in the firmament of the heaven to divide the day from the night; and let them be for signs, and for seasons, and for days, and years: **15**And let them be for lights in the firmament of the heaven to give light upon the earth: and it was so....**19** And the evening and the morning were the fourth day.



# GOD- The TQM Leader

## Day 4 - Genesis 1:14-19

### Management Principle Illustrated:

**Systems Setup:** The Solar System (Astro-Physics)

**Processes:** Nuclear Physics, Day and Night, Gravity, Time, Seasons;

**Procedures:** Rotation of earth and revolution of planets

### Leadership Principle Demonstrated:

- ⑩ Strategic Planning: Calendar, Times and seasons



# GOD- The TQM Leader



## Day 5 - Genesis 1:20-23

**20**And God said, Let the waters bring forth abundantly the moving creature that hath life, and fowl that may fly above the earth in the open firmament of heaven. **21**And God created great whales, and every living creature that moveth, which the waters brought forth abundantly, after their kind, and every winged fowl after his kind: and God saw that it was good. **22**And God blessed them, saying, Be fruitful, and multiply, and fill the waters in the seas, and let fowl multiply in the earth.



# GOD- The TQM Leader

## Day 6 - Genesis 1:24-25

**24** And God said, Let the earth bring forth the living creature after his kind, cattle, and creeping thing, and beast of the earth after his kind: and it was so. **25**

And God made the beast of the earth after his kind, and cattle after their kind, and every thing that creepeth upon the earth after his kind: and God saw that it was good.





# GOD- The TQM Leader

## Day 5 & 6 - Genesis 1:20-25

**Management Principle Illustrated:**

**Systems Setup:** Aviary, Animal Biology

**Processes:** Aero- and aqua-dynamics, solubility of gas, etc!

**Procedures:** too numerous

**Leadership Principle Demonstrated:**

**Creative Expressions in Diversity;**

**The Role of Understanding:** Anticipating and provide for success of systems you create!

**Man eats animals, animals eat plants, plants derive nutrients from soil! Symbiotic Relationships**



# GOD- The TQM Leader



## Day 6 - Genesis 1:24-25

**26**And God said, **Let us make man in our image, after our likeness: and let them have dominion** over the fish of the sea, and over the fowl of the air, and over the cattle, and over all the earth, and over every creeping thing that creepeth upon the earth. **27**So God created man in his own image, in the image of God created he him; male and female created he them.



# GOD- The TQM Leader

## Day 6 - Genesis 1:26-28

**Management Principle Illustrated:**

**Systems Setup: The Family**

**Processes: Population Growth**

**Education & Religious Institutions;**

**Leadership Principle Demonstrated:**

Outcome Driven Leadership Development  
(Dominion minded Leadership); Leadership  
succession.



# GOD- The TQM Leader

## Day 6-Second Half Genesis 1:28-31

**28**And God blessed them, and God said unto them, Be fruitful, and multiply, and replenish the earth, and subdue it: and have dominion over the fish of the sea, and over the fowl of the air, and over every living thing that moveth upon the earth. **29**And God said, Behold, I have given you every herb bearing seed, which is upon the face of all the earth, and every tree, in the which is the fruit of a tree yielding seed; to you it shall be for meat. **30**And to every beast of the earth, and to every fowl of the air, and to every thing that creepeth upon the earth, wherein there is life, I have given every green herb for meat: and it was so.



# GOD- The TQM Leader

## Day 6-Genesis 1:28-31

### Management Principle Illustrated:

**Systems:** Expansion- Family, Community, Nations

**Processes:** Purposeful & Responsible Living, Healthy Living, Governance (Politics), Culture, Communication Media, Social Order, etc!

### Leadership Principle Demonstrated:

Self Duplication & Deployment (bless and release!);

Provide for the Success of These Leaders!



# GOD- The TQM Leader

## Days 1-6

**Day 1** Gen 1:4 And God **saw the light that it** was good;

**Day 3** Gen 3:10b And God **saw that it** was good.

Gen 1:12b And God **saw that it** was good.

**Day 4** Gen 17b And God **saw that it** was good.

**Day 5** Gen 21b And God **saw that it** was good.

**Day 6** Gen 1:25b And God **saw that it** was good.

Gen 1:31 And God **saw everything** that He  
had made and indeed it was **very good**.



# GOD- The TQM Leader

## Day 1 - 6 Genesis 1:1-31

### **Management Principle Illustrated:**

**Systems Setup:** Continuous Improvement Toward Excellence (Quality Standards)

**Processes: Process & System Evaluation** and Assessment

### **Leadership Principle Demonstrated:**

Management Review to Ensure Steady Improvement Towards Set Standards!



# BUILDING GOD'S WAY

## Day 7- Genesis 2:1-3

1 Thus the heavens and the earth were finished, and all the host of them. 2 And on the seventh day God ended his work which he had made; and he rested on the seventh day from all his work which he had made. 3 And God blessed the seventh day, and sanctified it: because that in it he had rested from all his work which God created and made.



# GOD- The TQM Leader

## Day 5 & 6 Genesis 1:20-25

**Management Principle Illustrated:**

**Systems Setup: Retirement Plan**

**Processes: Day 1 - 6**

**Leadership Principle Demonstrated:**

Adequate and Sustainable Provision for  
Retirement





# BUILDING GOD'S WAY

**Before Day 7**

**Genesis 3:13-15**

**And the Lord said to the woman,**  
“What is this that you have done?”  
The woman said, “The serpent  
deceived me, and I ate.”

**So the Lord said to the serpent:**

“because you have done this, you  
are cursed more than all cattle,  
and more than every beast of the  
field; ....**And I will put enmity  
between and the woman, and  
between your seed and her  
Seed; he shall bruise you head,  
And you shall bruise His heel.”**





# GOD- The TQM Leader

## Before Day 7-Genesis 3:13-15

**Management Principle Illustrated:**

**Systems Setup:** Alternate Plan With Jesus

**Processes:** Handling the Distraction of enemies and opposition

**Leadership Principle Demonstrated:**

Emergency Preparedness and Response



# Summary of God's Quality Management System (QMS)

1. **DAY 1: LIGHT** - Provide Clear & Concise Direction- Vision
2. **DAY 2: FIRMAMENT** - Establish Operational Systems & Guidelines
3. **DAY 3: LAND** - Physical Structures & Sustainable Processes
4. **DAY 4: DAY & NIGHT** - Establish Times and Seasons (Strategic Plans and Program Calendar)
5. **DAY 5 & 6: BIRDS AND ANIMALS** - Provide for Success of Systems
6. **DAY 6: MAN** - Develop, Empower, Delegate, and Entrust Your Leaders
7. **DAY 1-6: EVALUATION** - Obtain Periodic Evaluations and take factual approach to decision making;
8. **DAY 6: MAN** - Remain Customer Focus
9. **DAY 6:** Plan Adequately for Retirement
10. **BEFORE DAY 7:** Emergency Preparedness and Response



## MANAGEMENT PRINCIPLES

1. Customer focus
2. Leadership
3. People Involvement
4. Process Approach
5. System Approach
6. Continual Improvement Through Reviews
7. Factual approach to Decision Making
8. Mutually Beneficial Market Relationships



# Other Quality management Systems

1. ISO 9001:2000 QMS
2. ISO 9100a Aerospace Quality management System
3. ISO 14001:1974 Environmental Mgt
4. ISO 17025 Lab Quality Mgt System;
5. ISO 18001 Envir., Health and Safety
6. ISO 17799:2005 Inform Tech Safety Sytm
7. ISO 22000:2005 Food Safety Management



**THANK YOU FOR YOUR  
ATTENTION**