



LONDON

PARKS &

GREEN

SPACES

FORUM

QUALITY MATTRESS

**QUALITY
MATTERS**

**QUALITY
MATTERS**



🔍 Search with a list of items ▾

Groceries		Favourites	Recipes	Special Offers	Easy meals	Delivery Saver				
Fresh Food	Bakery	Food Cupboard	Frozen Food	Drinks	Baby	Health & Beauty	Pets	Household	Home & Ents	Inspiration & Events





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Everyday Value

Quality and variety for everyday cooking, eating and living



Products vs Services

Products

- Tesco
Finest
Value
- Poundland

Services

- Local Authorities
Lambeth: Co-
Operative
Barnet: Easy Jet

“Quality is remembered long after the price is forgotten.” Gucci



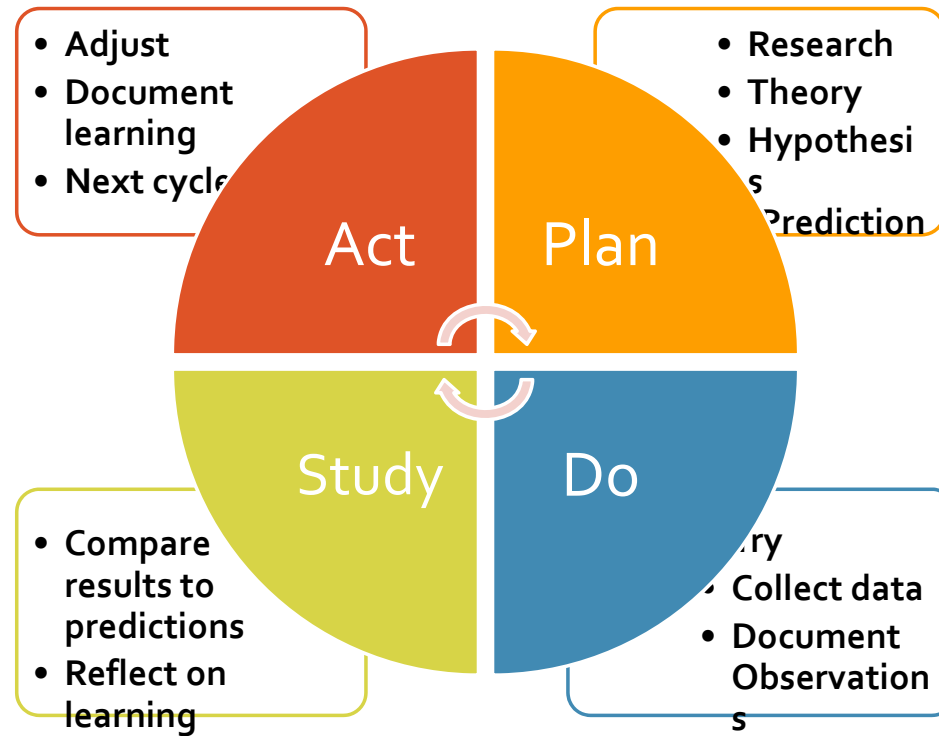


What is quality?

“Quality is never an accident;
it is always the result of high
intentions, sincere effort,
intelligent direction and skilful
execution;
it represents the wise choice of
many alternatives.”

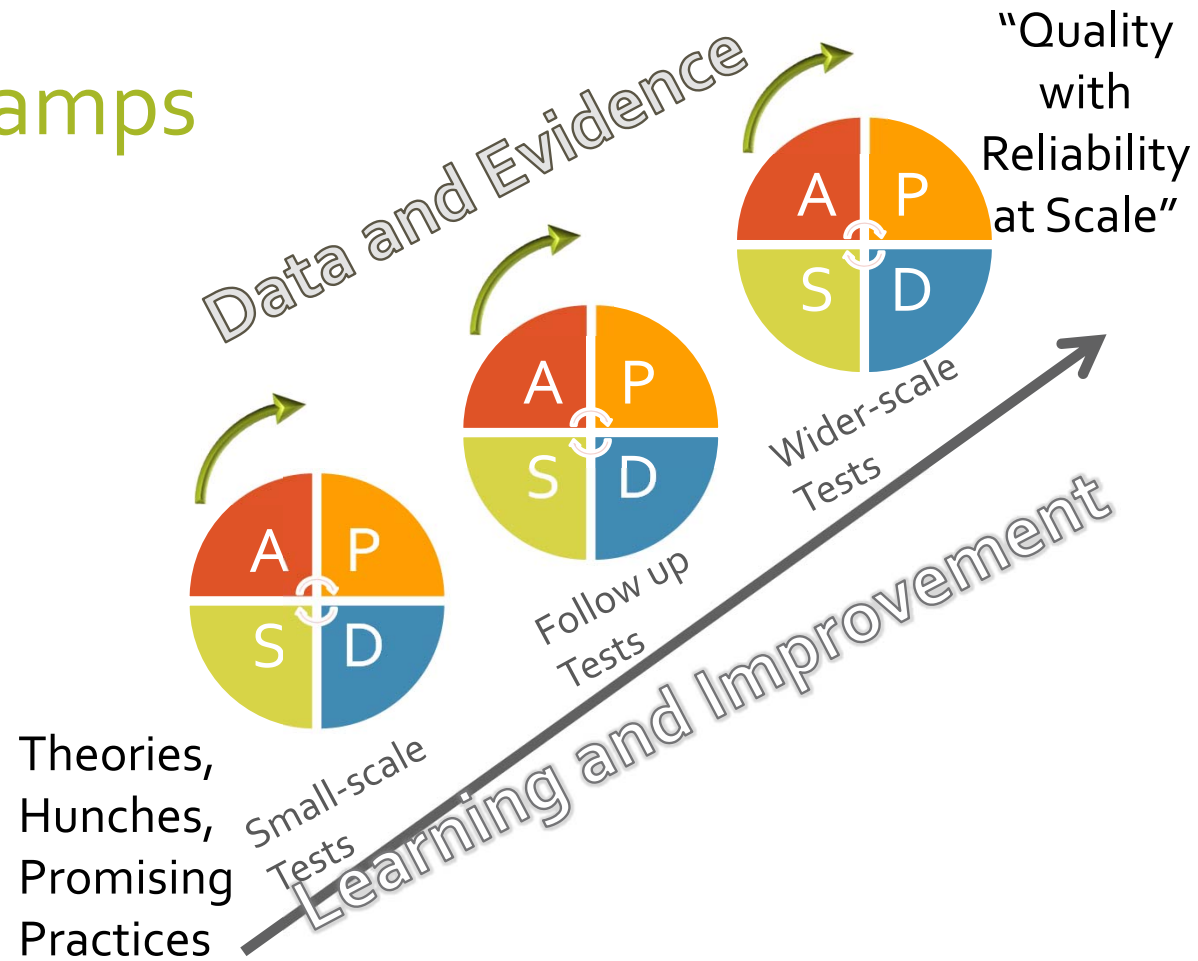
William A Foster

PDSA Cycle



After
Deming

PDSA Ramps



Proxy's of quality

**Parks and open spaces:
Towards An Excellent
Service**

1. Introduction



Supported by:



Managing quality expectations

- Public

- Client

- Contractor

**“Quality is everyone’s
responsibility.”**

W Edwards Deming

Quality Manual

- Why a manual?
- What is it?
- Who's it for?
- How can it be used?
- How do I get it?

Quality Manual Demonstration

Elaine Yeung of www.creativestoreys.com

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