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## Quality's Role in Partnering with Operations

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# Quality's Role in Partnering with Operations

**Editor's note:** Details of this panel discussion are not available however they key concepts and takeaway messages are captured in the following material shared at the QBL Summit

## Quality's role in partnering with Operations

<b>Governance</b>	<b>People</b>	<b>Success Measures</b>
<ul style="list-style-type: none"><li>• Design of Governance structure and Partnership through all levels of governance</li><li>• Shared partnership in:<ul style="list-style-type: none"><li>• Strategic Roadmaps in Quality/Ops eg Driving Innovation</li><li>• Annual Goals</li><li>• Co-Sponsorship of key initiatives</li></ul></li><li>• Creating multi-functional governance that drives decision making at the right level</li><li>• Supports Programs/Projects/Run the Business</li></ul>	<ul style="list-style-type: none"><li>• People aligned with the vision of partnership</li><li>• Having the right people in the right roles where their partners and leadership can fully trust and support them</li><li>• Cross-pollinating Talent pipelines between Operations and Quality</li><li>• Directly promoting cross functional working across Operations and Quality teams</li><li>• Fostering talent with unique talent profiles to bring unique perspectives</li></ul>	<ul style="list-style-type: none"><li>• It is defined, quantifiable and will be measured across functions</li><li>• Agreement in place in terms of defining and measuring what is success for delivering what our Industry's Patients need today and in the future</li><li>• Delivers speed and compliance</li><li>• Delivers efficiency and compliance</li><li>• Has the belief and trust of the staff in terms of the value of this partnership</li></ul>

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