

## Let us all celebrate 'World Quality Day'



First promulgated by the United Nations in 1990, 'World Quality Day' is celebrated annually on the second Thursday of November. 'World Quality Day' is an annual celebration of the world's commitment to continuous improvement systems. The South African Health Calendar allocates the month of November as Quality Month and organisations have ample time to involve all employees in this very important event.

The purpose of 'World Quality Day' is to promote awareness of the important role quality plays in the successes of an organisation and in the development of an individual's prosperity. Quality can be defined as excellence in any act of ours and is celebrated with some basic quality-focused activities and events to initiate and encourage the implementation of quality practices around the world.

In a global economy where success depends on quality, innovation and sustainability, it is vital for individuals and organisations to celebrate 'World Quality Day' and to reinforce quality as the foundation of the organisation. These celebrations also aim to encourage organisations to focus on the strategic importance of quality and continuous improvement.

Celebrations need to focus on the importance of quality and it must be emphasised that where quality is present it will attract the appreciation of others. William A Forster rightly said, "Quality is never an accident. It is always the result of high intention, sincere effort, intelligent direction and skilful

execution. It represents the wise choice of many alternatives". ([www.kaizeninstituteindia.wordpress.com /2013/10/08](http://www.kaizeninstituteindia.wordpress.com/2013/10/08)).

Quality is also not a single incident; it is only achieved through hard work and repeated attempts. We must be geared up to bring visible change in the quality of every patient's or client's life through our sincere efforts and repeated attempts.

Is there still a place for quality initiatives in a healthcare environment where the shortages of nurses and other healthcare workers, shortages of basic resources and equipment tend to take all our time and effort? The answer is in the South African Nursing Council (SANC) Code of Ethics for Nursing in South Africa "Nurses are required to demonstrate the art of nurturing by both applying professional competencies and positive emotions that will benefit both the nurse and the healthcare user with inner harmony".

You are invited to be part of the Quality journey towards achieving excellence and delivering quality care and service to all our patients. Quality month also calls on nurses who always look for improving quality to share their knowledge and success stories to illustrate the value of quality in their work.

The recognition of those nurses and healthcare practitioners who live Quality is extremely important, not only to award the individual but to create an awareness amongst all staff. Include in your celebrations initiatives such as the Tygerberg Hospital nursing quality awards. In the words of Minister Mbombo "The Western Cape Government commends Nursing Staff across the province for their hard work and dedication in providing quality health care to patients at all facilities. A special word of congratulations to the nominees in this year's Hartman Awards at Tygerberg hospital. I am delighted that you are honoured for all your hard work and excellent service. This speaks volumes of your passion, commitment and dedication as health professionals".

Quality is celebrated in the month of November, but remember Aristotele once said "*Quality is not an act, it is a habit*".