

UVIC COMPETENCY RESOURCE GUIDE

FOCUS ON QUALITY

I continuously monitor the quality of my work, and where possible, I identify opportunities to update systems, spaces, processes and policies to maximize efficiency and improve how things are done. I give and receive high quality feedback so I can better understand and be accountable for how my work impacts others.

WHY IS THIS IMPORTANT?

Shifting demographics, a challenging economic climate and a more competitive recruiting environment are highlighted in many of our strategic planning documents. A strong emphasis on quality requires that we engage in regular systems and process renewal projects as well as ongoing analysis of the efficiency and effectiveness of services throughout the university.

HOW COULD THIS BE DEMONSTRATED?

- Exploring ways to measure the quality of your work
- Following policies and procedures for quality set by your department, UVic or industry best practice
- Identifying and reporting quality concerns or issues appropriately
- Providing suggestions to strengthen quality within your work team/unit
- Asking for feedback on work from peers, clients, supervisor, others
- Admitting mistakes and encouraging others to learn from the experience

SAMPLE COACHING, REFLECTION OR INTERVIEW QUESTIONS

- How do YOU define quality for your work? Think about different aspects of quality, including efficiency, accuracy, impact, service, innovation, relationships
- What are some ways you can measure the quality of your work? What could you pay more attention to? How will you track progress over time? What support do you need to do that?
- Who could you ask for feedback about the quality of your work (ie. supervisor, peers, clients)? What do you need to do to start getting feedback from others?
- What is one change you are able to make in your own work right now that would improve quality?
- What is one change you could suggest to your supervisor/team that would improve quality for your team/unit/department?

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FOCUS ON QUALITY (*Continued*)

SUGGESTED SKILLS TO DEVELOP

- Critical thinking
- Personal productivity
- Initiative
- Giving and receiving feedback
- Information gathering
- Innovation

LEARNING OPPORTUNITIES

- Attend a course or workshop open to employees (e.g. those listed on HR's learning and development web page), access an online learning library or engage in self-directed learning
- Interview or shadow someone who conducts process mapping regularly in their job
- Participate in a process mapping or quality metrics setting meeting
- Practice giving and receiving feedback with a peer and your supervisor
- Review UVic and/or industry standards related to your work
- Work with your supervisor to find a mentor with a skill set in this area
- Partner with someone in your area and set some goals for possible improvements
- Engage in a performance development process

Refer to the [Competency Resource Guide Index](#) for links to these and other UVic documents, activities, and opportunities