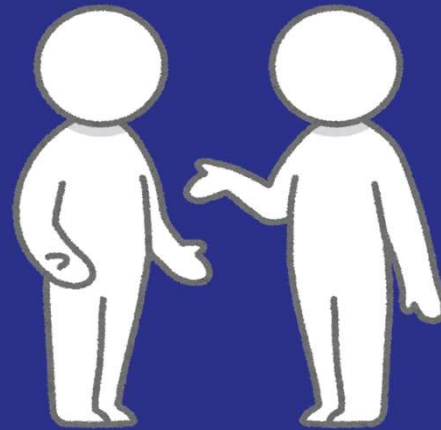


Culture First

The Foundation of Reliable Quality

Ardela Daniels | Performance Recovery Director | 07.-08.10.2025 | QEM 2025 - ITC Energoland Mochovce





Quality starts with your next conversation.





Quality Culture is not about Quality, it's about culture.
It's about people.



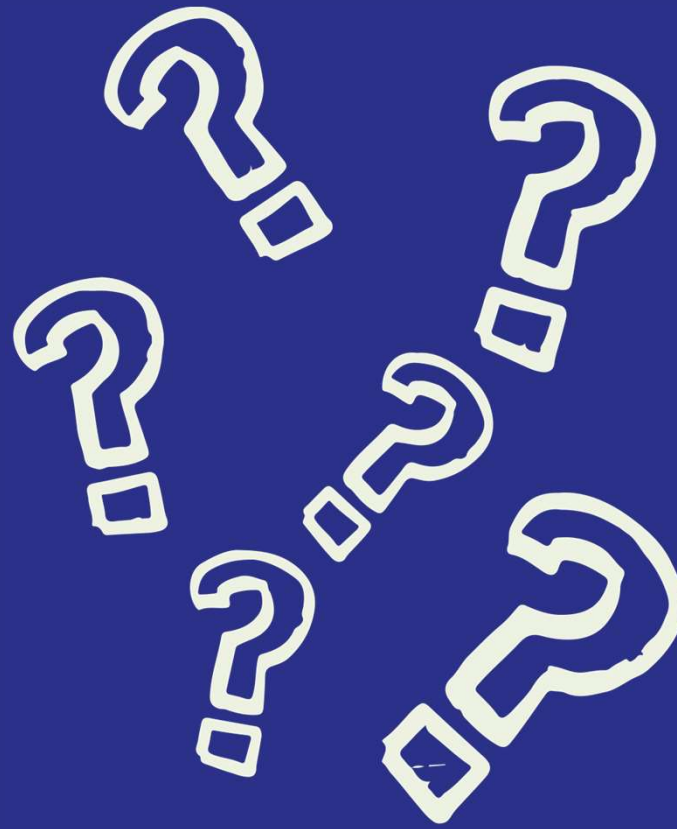




Culture is our shared mindset.

Beliefs
Expectations
Choices
Actions





How do we build a Quality Culture?





Communication





Result

Purpose

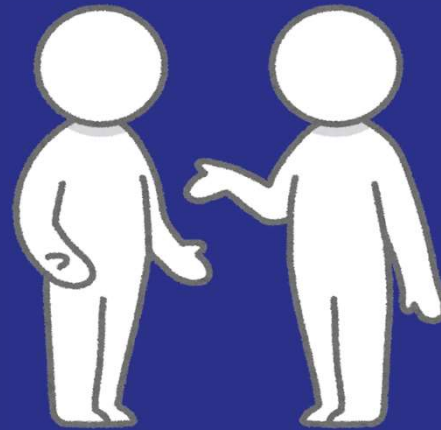
Relationship

Quality
Culture

Norms

Conversations





Quality starts with your next conversation.



Relationships create

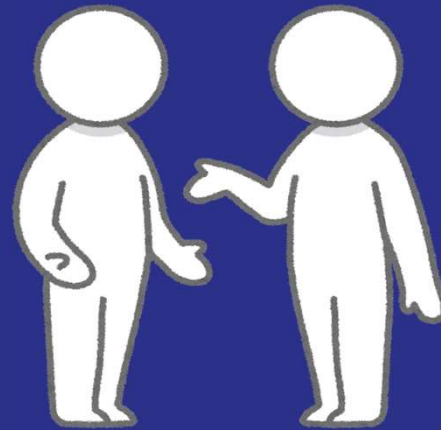
TRUST



Relationships create

UNDERSTANDING





Quality starts with your next conversation.

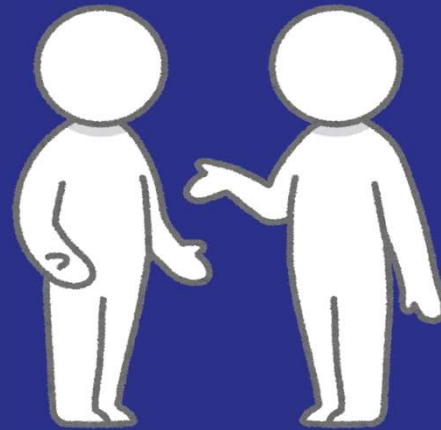




Quality isn't what we intend,
it's what's understood.





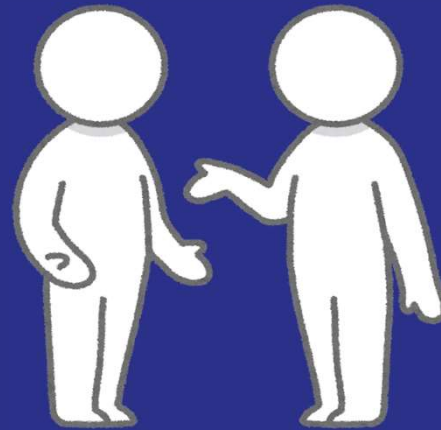


Quality starts with your next conversation.



“
I'm not comfortable
with this
”





Quality starts with your next conversation.





Practice = intent



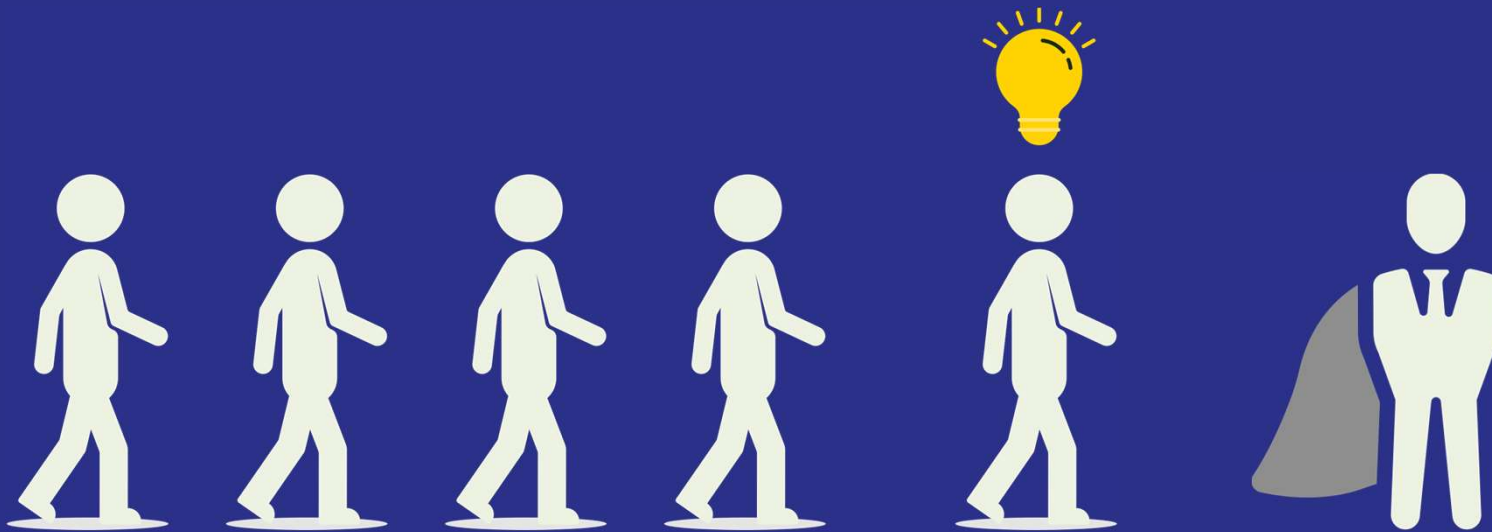
Silence wins.



Do our people speak up?

I'm not comfortable
with this





Make it possible for the best decision to be made.



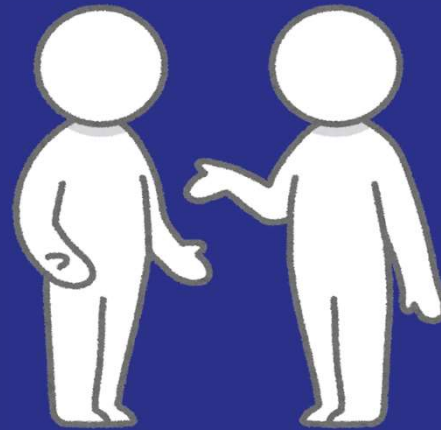


"We are in this together."

"Clarity protects speed."

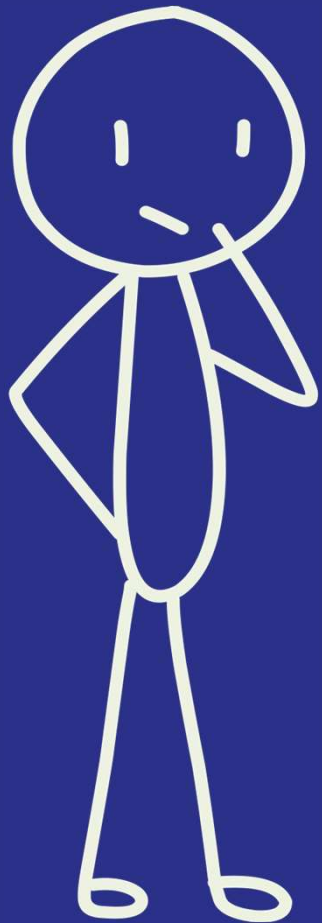
"Truth beats ego."





Quality starts with your next conversation.





“

What strengthened quality?

Where did we rely on assumptions
instead of clarity?

What will we say next time?

”







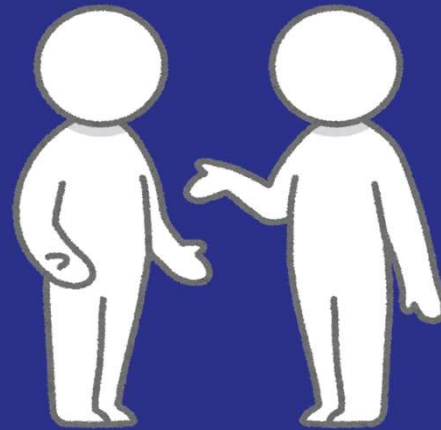
Quality starts with your next conversation.



Quality Assured

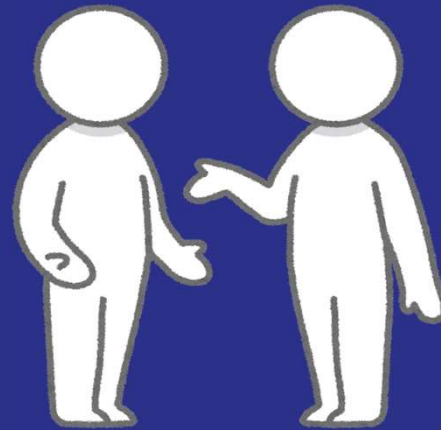
Quality becomes visible in the decisions we make
together.





Quality starts with your next conversation.





Start with your next conversation.



Thank you !

