



# The Journey of Building Quality as a Way of Life

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## Abstract

Quality starts with people and quality ends with people. Quality is the expression of Human Excellence. It challenges the individual to fully use one's talents, skills and abilities. Our character basically is a composite of our habits. Habits are consistent, often unconscious patterns which express our character and produce our effectiveness or our ineffectiveness.

It is important to be aware of the habits of a quality person. First, one should realize he chooses his happiness, his sadness, his successes, his failures, his courage and/or his fear. Second, it is important to develop a personal mission statement to realize that things are created mentally before they are created physically. They write a mission or purpose statement and use it as a frame of reference for making future decisions. Third, there is a need to put order in one's life. This involves discipline of organizing and managing time and events around personal priorities. Fourth, it is important to have a win-win attitude when we interact with others. Fifth, the habit of communication is one of the master skills in life, the key to building win-win relationships, and the essence of professionalism. To understand another person, we must be willing to be influenced. Be an active listener, listen with one's heart and try to understand what the other person sees and feels by putting oneself into the other's shoes. It is Empathy. Sixth, synergize, cooperate, be a team player, remember no man is an island and individually complex tasks are difficult and impossible to complete, however together and in the spirit of teamwork, this is possible.

To complete the journey to being a quality person, one needs to take small positive steps every day to build strength, exercise one's mental self, exercise one's social-emotional self and build win-win relationships. In the journey of building quality as a way of life, quality means:

- Q- uest for Excellence (not perfection)
- U- nderstand oneself and others
- A- chieve the best in all one's endeavors
- L- ook for the best in each and everyone
- I- nspire
- T- ake time to assess oneself
- Y- ou are a unique person

## Keywords

Quality, Habits, Way of life