



CONTINUOUS

QUALITY

IMPROVEMENT



CONTINUOUS QUALITY IMPROVEMENT



Welcome to this Reading Class!

We are confident that an insightful learning experience awaits you. We encourage you to be armed with adequate materials to make your own notes and chronicle the inspirations that will come to you as the Spirit of God ministers to you uniquely.

Now let's get started.

LEARNING OBJECTIVES

By the end of this lesson, you should be able to achieve the following:

- I. You will understand the meaning and importance of quality improvement on your job.
- II. You will see from the scriptures why this must be a continuous experience for you as a Christian.
- III. You will understand the steps you should take to continually improve the quality of your results or output in your ministry responsibilities.

INTRODUCTION

Each worker in an organisation or administrative structure ought to be able to do their job efficiently and effectively, being conscious that any failure in one unit or department can equal failure in the whole system. It's no different with you as a ministry employee. In whatever capacity you function in, you should ensure that you play your part well and have useful and remarkable achievements that contribute to the overall goals of the ministry at large.

THE CULTURE OF CONTINUOUS QUALITY IMPROVEMENT



Simply defined, quality improvement refers to the combined efforts of everyone in an organisation to improve its output. It entails making everything about an organisation better. It is geared towards consistently eliminating or reducing waste and losses in a system.

Thus when we talk about continuous quality improvement, we are referring to the behaviour or way of life of being **excellent at all times**; not for some time or in some aspects but living a life of ever-increasing excellence. Something that was excellent 5 years ago may not be excellent in the present day. This is what necessitates continuous adjustment and improvement periodically. Having a quality Improvement culture is one of the works or effects of excellence in your life as a Christian.



The Man of God Pastor Chris has described **excellence** as '**the outworking of the righteousness of God in a man's spirit**'. It entails doing the right thing the first time with the ability to minimize or eradicate errors. The scripture tells us in **2 Peter 1:3** that we have been called to a life of "...glory and excellence (virtue)." **Philippians 1:9-10** says, *And this I pray, that your love may abound yet more and more in knowledge and in all judgment; that ye may approve things that are excellent; that ye may be sincere and without offence till the day of Christ.*

This automatically shows that as a ministry employee, you are to sanction or allow only those things that are excellent. This should be your standard and nothing less. For example, do not make a habit of presenting or approving things that you know are not of high or acceptable standard because of the constraint of time or any other factor. Anything short of excellent is not acceptable in our kingdom. Each of us ought to always function with a culture that is linked to the word of God and our heritage in Christ.

So, what are we required to do to ensure that our outputs or results in our ministry work are of the highest standard at all times? Let's look now at some points below to facilitate such a continuous quality improvement culture.

POINTS TO FACILITATE CONTINUOUS QUALITY IMPROVEMENT CULTURE

It's important to understand that simply desiring to have such a culture will not suffice. A quick recap of our earlier definition says: *quality improvement refers to the combined efforts of everyone in an organisation to improve its output.* This keyword is '**Efforts**' - which can be simply defined as '*an earnest and conscientious activity intended to do or accomplish something.*'

There are deliberate things you have to do or set in place and we will look at them now in detail.

The only way to be excellent on the Job is to be an excellent person on the inside. This will make everything about you excellent

-Rev (DR) Chris
Oyakhilome DSC,

I. Knowledge and Understanding of your Job / Task: The knowledge of whatever responsibility has been assigned to you, and your understanding of it, is a required necessity if you are to contribute meaningfully to the overall objectives of your ministry office. You need to know your job, why you've been asked to do it and how to do it. The Bible declares: "*Through [skillful and godly] Wisdom is a house [a life, a home, a family] built, and by understanding it is established [on a sound and good foundation], and by knowledge shall its chambers [of every area] be filled with all precious and pleasant riches.*"²



It starts with an understanding of 3 vital aspects about your job or jobs. These are:

- **WHAT** - the accurate knowledge of things to do in the different areas of the responsibilities given to you
- **HOW** - the required methods to apply in executing your responsibilities. This eliminates the possibility of errors.
- **WHY** - the reason(s) they need to be done. This gives you focus and motivation in your work.

If for example, you are assigned to handle the database system of the church, you should be informed and trained on what a database system is, how to collect, organise, analyse and present the data information and why the database is so very important to the functioning of the ministry,

The 'WHAT' brings in the profit while the 'WHY' and 'HOW' of any job provides stability and consistency. The Bible declares that Knowledge gives vigour which in turn gives birth to productivity³. As you undertake an assignment make sure these three points are clear to you. Seek clarification from your Employer where necessary, because you can't continually improve on something you don't have adequate knowledge or understanding about.



II. Execute Tasks Efficiently: Once you have the knowledge and understand the 'why' and 'how' of your designated job(s) in the system, you have to see to it that you take the necessary steps to act according to knowledge. This means ensuring you get the job(s) done in the most effective manner. Anyone who neglects to do this would even be worse than the one who did not know what, why, and how to do it. In the Scriptures, Paul said to Archippus, "See to it that you fulfill [carefully the duties of] the ministry which you have received in the Lord.⁵

If you have tasks that are target driven, be inspired to attain the desired expectations. If your job is more routine in nature (one that is done regularly in a fixed order), train yourself to do things at the right time consistently without tiring out. Let a one-day job be done in one day and a one-week job be done in a week or less. This is an attribute of excellence.

II. Always Outdo Your Past: this was the mindset of Apostle Paul in Philippians 3:13. He kept looking forward regardless of the results of the past. Train yourself to reject a mindset of complacency. Don't be carried away by past



successes or failures. Always seek to improve on your results and everything about your work on a consistent basis. 1 Corinthians 15:58 AMP says, ***Therefore, my beloved brothers and sisters, be steadfast, immovable, always excelling in the work of the Lord [always doing your best and doing more than is needed], being continually aware that your labor [even to the point of exhaustion] in the Lord is not futile nor wasted [it is never without purpose].***

This tells us that we ought to have results that are better and better all the time. Now, while the goals you are given from your ministry office might be the same over a while, you should improve both the timing of delivery and the quality of the results each time. Train yourself to think about what to improve in the execution of even the minutest daily tasks. It's a culturing of the mind for excellence.



IV. Supervision: If you function as a leader or a manager of a group with people assigned to work with you, the need to delegate some responsibilities to them will likely arise. What you should ensure however is that you are supervising the work; ensuring that it is not just done but done in the best possible way and yielding the best possible results. Good administration will monitor for results instead of just monitoring the results. This means any shortcomings are identified and dealt with in the process of the job as opposed to when it's over and nothing can be done about them. **Exodus 39:43 NIV** tells us, Moses inspected the work and saw that they had done it just as the Lord had commanded. So Moses blessed them.

ACTION POINTS

Never forget to keep these four points before as you work to improve the quality of your assigned responsibilities and bring profit to your organisation as a whole.

- 1.**  **Know & Understand your Job**
- 2.**  **Execute task Efficiently**
- 3.**  **Always Outdo Your Past**
- 4.**  **Supervise**

A FINAL WORD

The total of your productivity on the job or responsibility given to you is largely dependent on the kind of person you've trained yourself to be. The excellent spirit which Daniel had, brought him a lot of promotion and authority (Daniel 6:3). Also recall that in Christ, we are enjoined to approve only those things that are excellent in our personal lives and ministry at large (Philippians 1:9-10).

Be an excellent worker always; bringing Glory to the Lord and notable improvement to the processes and functioning of your ministry office or organisation.

We trust you have been immensely blessed by this Reading Course and invite you to avail yourself of other insightful courses on our school website, all tailor-made to enhance your spiritual growth and equip you with the requisite knowledge, such that your results in ministry are pleasing to the Lord and evident for all to see.

Visit our website with details below for More Information.

www.school.christembassy-ism.com