

# Quality: from compliance to performance

Using The Profession Map, consider what competence you need to develop to better support your organisation or clients. You may need to enhance competences required to address challenges and to provide the leadership capabilities necessary to achieve compliance.

## Context

To what extent do you have the relevant approaches to determining the changing nature of compliance requirements and customer, societal, and market needs and expectations?

## Governance

To what extent do you have the processes and capabilities to translate all these demands into quality strategies, policies, plans, processes, and performance indicators to generate confidence in future success?

## Assurance

To what extent do you have sufficient risk assessment activity that aligns with assurance approaches and risk appetite? Do they link under a corporate-level risk management plan?

## Improvement

To what extent have you established a system, culture, and capabilities to deliver sustainable improvement in performance?

## Leadership

To what extent do you behave as an ‘agent for change’ to promote the journey from compliance to performance in your organisation or with your clients?

