

Seminar „Making Lifelong Learning a reality“  
Cologne, March 7th to 9<sup>th</sup> 2004-03-07

**Good practice: “Flexible Quality Development”**

–a sub-project of “learning metropolitan region hamburg”

Presentation by Bettina Kaßbaum, Project manager FQE

The presentation will give an outline of the project “Flexible Quality Development” and its special features. This talk will aim at the issue of quality management from an organizational perspective. The quality management process is seen from a holistic point of view. Therefore the implementation of continuous and sustainable quality management has to be designed and conducted as an organizational development process. Within the project “Flexible Quality Development” this special development or change process is being conducted cooperatively by 23 further training providers in Hamburg. Critical factors for success are being discussed as well as challenges and risks of this kind of cooperative approach. External factors which generate positive influences on this type of project will also be examined.