



4th International Conference on Excellence Management
and Quality Management Systems

Resilience and Quality Management

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Presentation Aim and Objectives

Aim

- To provide an overview of the Resilience Centre at Cranfield University

Objectives

- To explain the concept of 'resilience'
- To explain the application of 'resilience' to disaster preparedness and crisis management
- To introduce the importance of quality management



Cranfield University

- One of the UK's largest centres for post-graduate teaching, applied research and consultancy services
- 1,700 academic staff
- 10,000 students annually
- Cranfield and Shrivenham campuses





Resilience at Cranfield University

- Disaster Preparedness Centre established in 1986
- Mine Action Centre established in 2000
- Resilience Centre established in 2004





Resilience at Cranfield University

Resilience at Cranfield University addresses:

- the risk of major accidents or incidents
- the threat of deliberate attacks on a country's infrastructure, businesses and civilian population from terrorist attacks





Resilience at Cranfield University

Resilience also addresses the needs of countries vulnerable to natural disasters or conflict





Humanitarian Resilience

The Resilience Centre aims to reduce the impact on the individual and community by increasing the efficiency and effectiveness of operations throughout the disaster management cycle.





Resilience

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“.... the ability to recover quickly from, or adjust easily to misfortune, change or disturbance”

“.... the capacity of a system, community or society to resist or change in order that it may obtain an acceptable level of functioning and structure”



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- (2) Reducing the consequences of failure
- (3) Reducing the time needed to recover
- (4) Reducing patterns of vulnerability

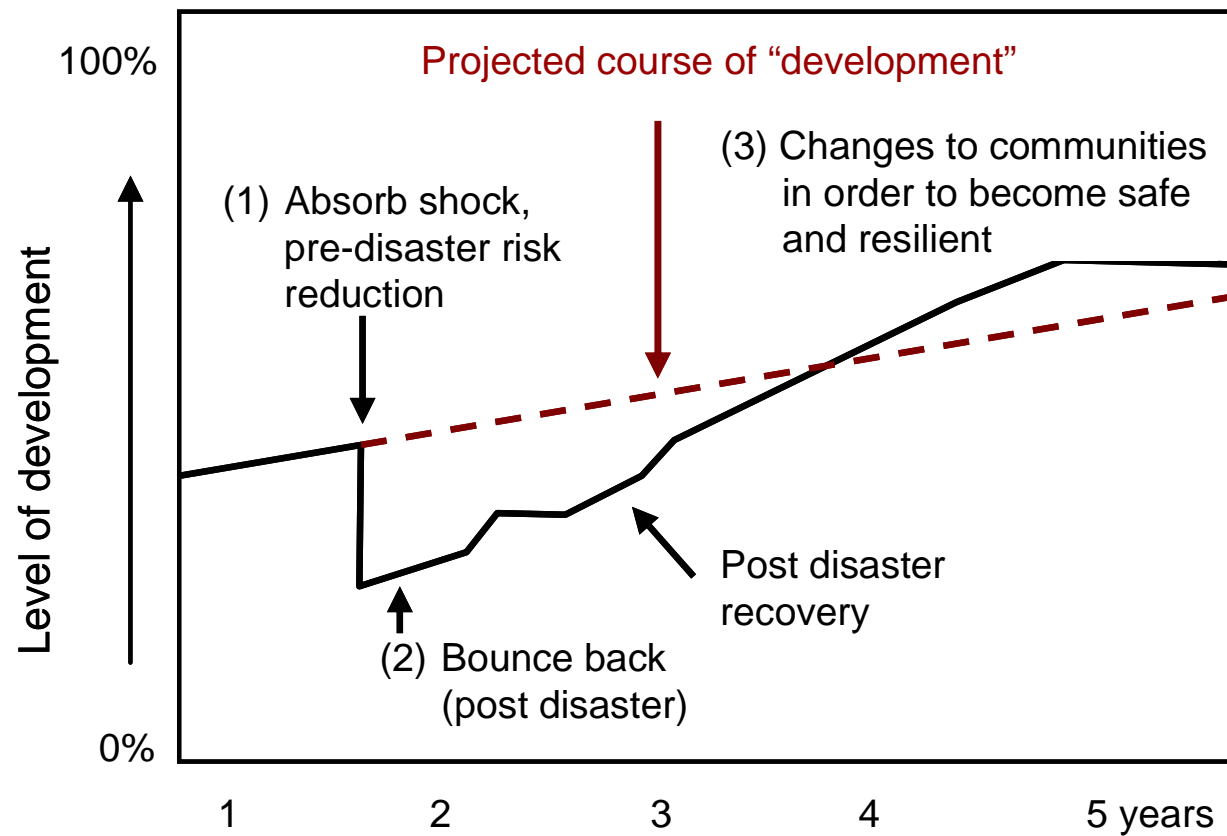


Resilience

A resilient community is one that has the ability to absorb shocks, the capacity to bounce back and the opportunity for change and adaptation following a disaster.



Resilience





Quality Management



Quality Management

Quality

..... a degree of excellence, consistency, conformance with a requirement and freedom from defects, imperfections or contamination



Quality Management

Quality

..... a degree of excellence, consistency, conformance with a requirement and freedom from defects, imperfections or contamination

.... the totality of features and characteristics of a product or service that bear on its ability to satisfy a stated or implied need.



Quality Management at Cranfield University



Quality Management at Cranfield University

Quality management and disaster management requires

- (1) Appropriate systems and processes
- (2) Appropriate performance measures
- (3) A strong commitment from the organisation



Conclusion

The concept of **resilience** is new to disaster preparedness and crisis management.

Resilience is a useful and strong concept for analysis and understanding

The term **resilience** is easily understood in the English language as implying strength and elasticity, and the ability to resist, absorb, cope and recover.