



Fare Qualita' e' possibile!/: Consigli per RQ in ambienti difficili (Italian Edition)

Roberto Giuliani

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Fare il Responsabile Qualità in un'azienda dove la Direzione non presta molta attenzione alla Qualità e pensa che l'RQ serva solo per ottenere il "bollino" della certificazione, può essere davvero frustrante per un RQ che ci tiene a fare bene il proprio lavoro. Come naturale conseguenza, spesso accade che queste aziende prima o poi inciampino in un qualche grosso problema di qualità. Quando questo succede, quasi sempre è l'RQ a pagarne le "spese" come capro espiatorio. Oltre al danno anche la beffa. Frequentemente, gli RQ che lavorano in questi contesti, dopo aver tentato invano di "fare" Qualità, scivolano lentamente in un atteggiamento di rinuncia all'azione condito da un forte risentimento verso la Direzione. Questa è la situazione in cui si trova Nicola Gori, l'RQ protagonista di questo breve racconto, quando decide che non può più andare avanti in questo modo e cerca l'aiuto del suo amico Andrea, lui stesso RQ in un'altra azienda. La forma narrativa scelta dell'autore per parlare delle possibili soluzioni ad un problema che di sovente affligge gli RQ, è insolita per questo genere di argomenti, ma rende coinvolgente, piacevole e facile la lettura di questo libro pur mantenendo la completezza e chiarezza dei contenuti tecnici.

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