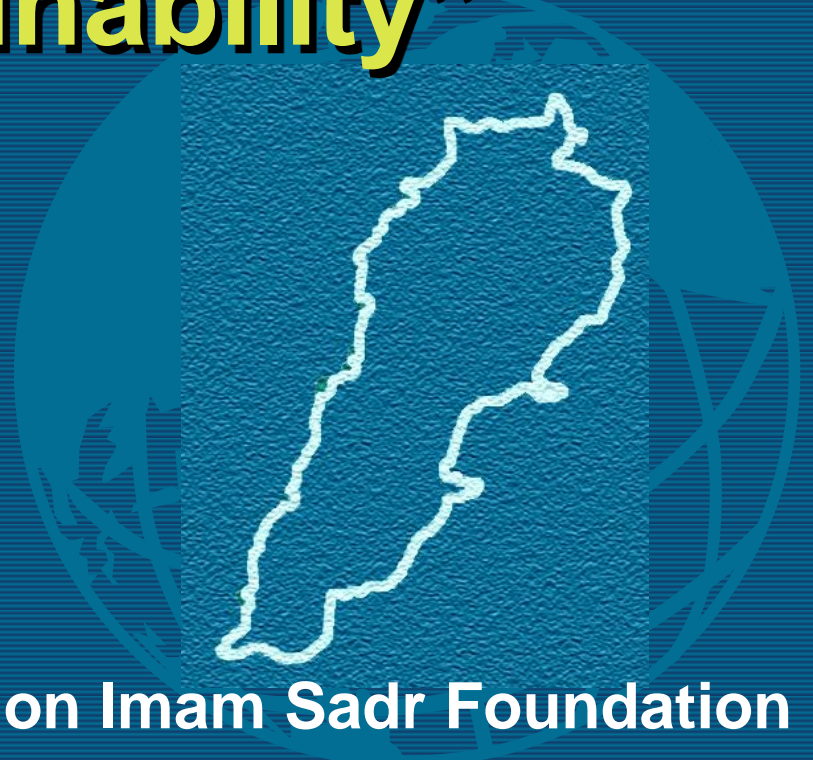




مؤسسات  
الإمام الصدر  
imam sadr  
foundation

# “Quality: The Roadmap to Sustainability”



The Impact of Quality on Imam Sadr Foundation

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# Content:

1. What is sustainability?

2. Why is Quality a solution?

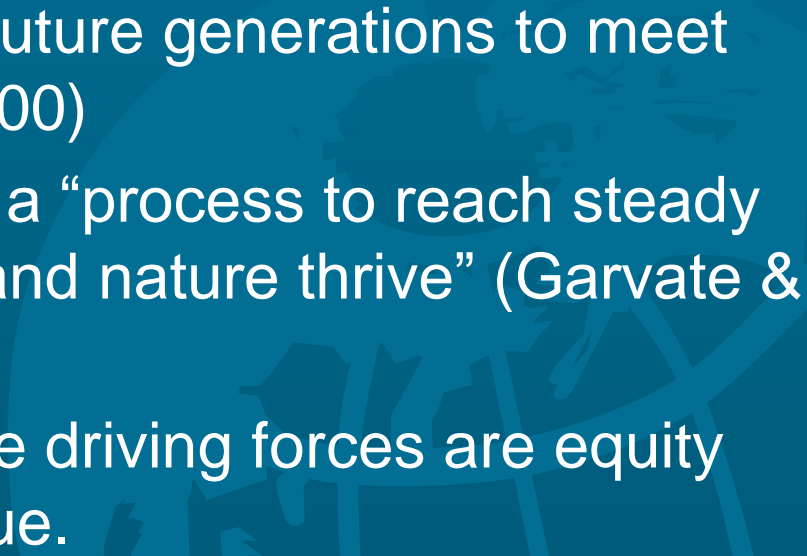
3. Who are the players involved?

4. Case study: ISF

5. Which insights were learned?

# 1.1 Sustainability

## Equity among generations:

- “Development that meets present needs without compromising the ability of future generations to meet their own needs” (Quinn, 2000)
  - Sustainable development is a “process to reach steady state where both humanity and nature thrive” (Garvate & Isaksson, 2001)
  - In many other definitions, the driving forces are equity among generations and virtue.
- 

# 1.2 Sustainability

- Issue at stake is the *means* rather than the *goal*.

**How to teach and learn the means to sustain life on this planet?**



# 1.3 Learning sustainability

3

Kinds of Learning:

Learn how to feel rich by wanting little rather than consuming more;

Draw legislations in line with natural capacities rather than human desires;

Increase knowledge on how ecological systems respond to human activities.

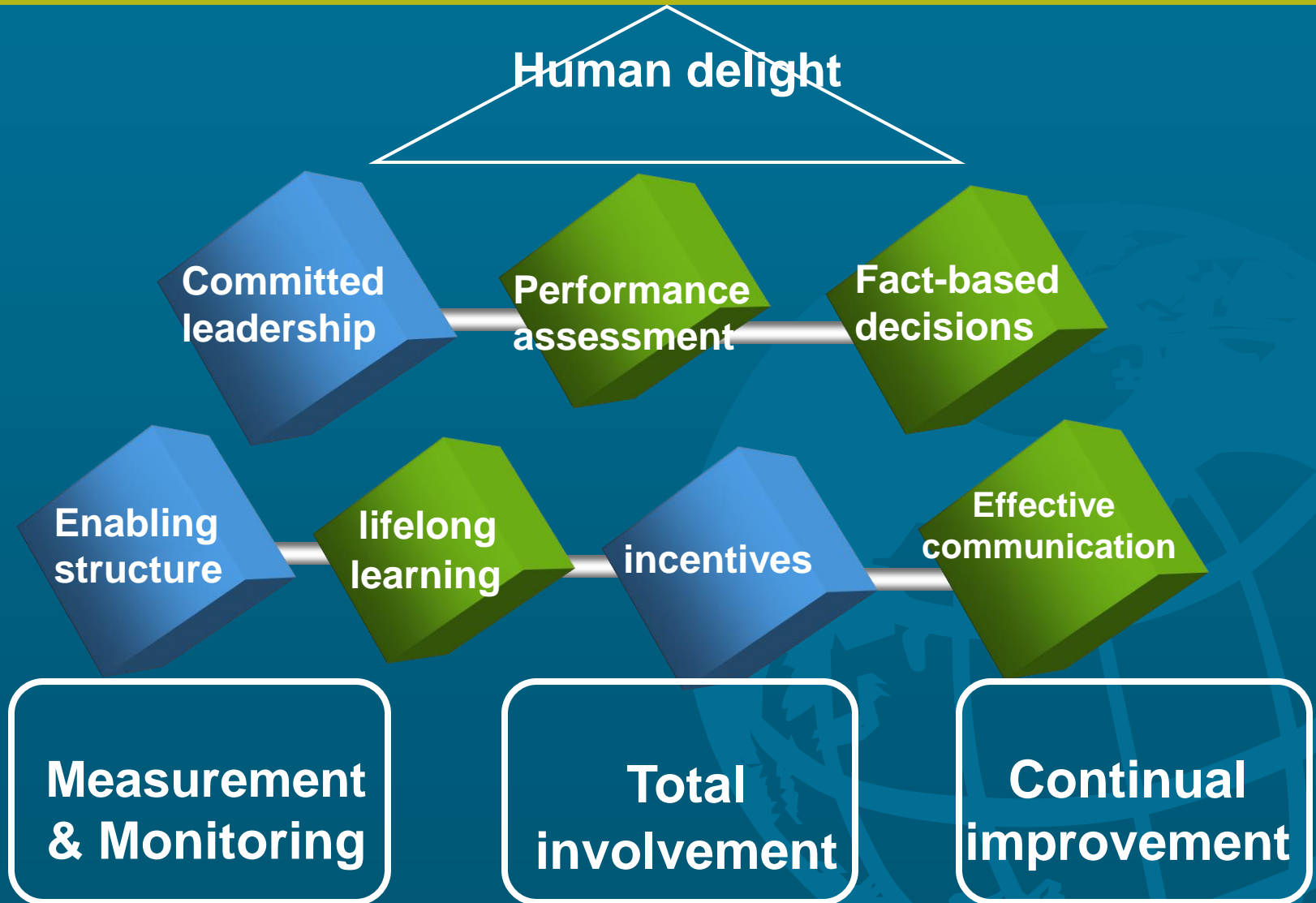
# 1.4 Dimensions of Sustainability

Dimension / Goal	Meaning	Means	Main Player (s)
Economic growth	Sustaining results and widening their impact	Conserving the environment / respecting the rights of all generations	
Creating added value	Empowerment and social integration	Competence and optimised resource-utilisation	
Private Sector	Civil Society Organisations (CSOs)	Public Sector and International Organisations	

# 2.1 Quality: Evolution of Concept

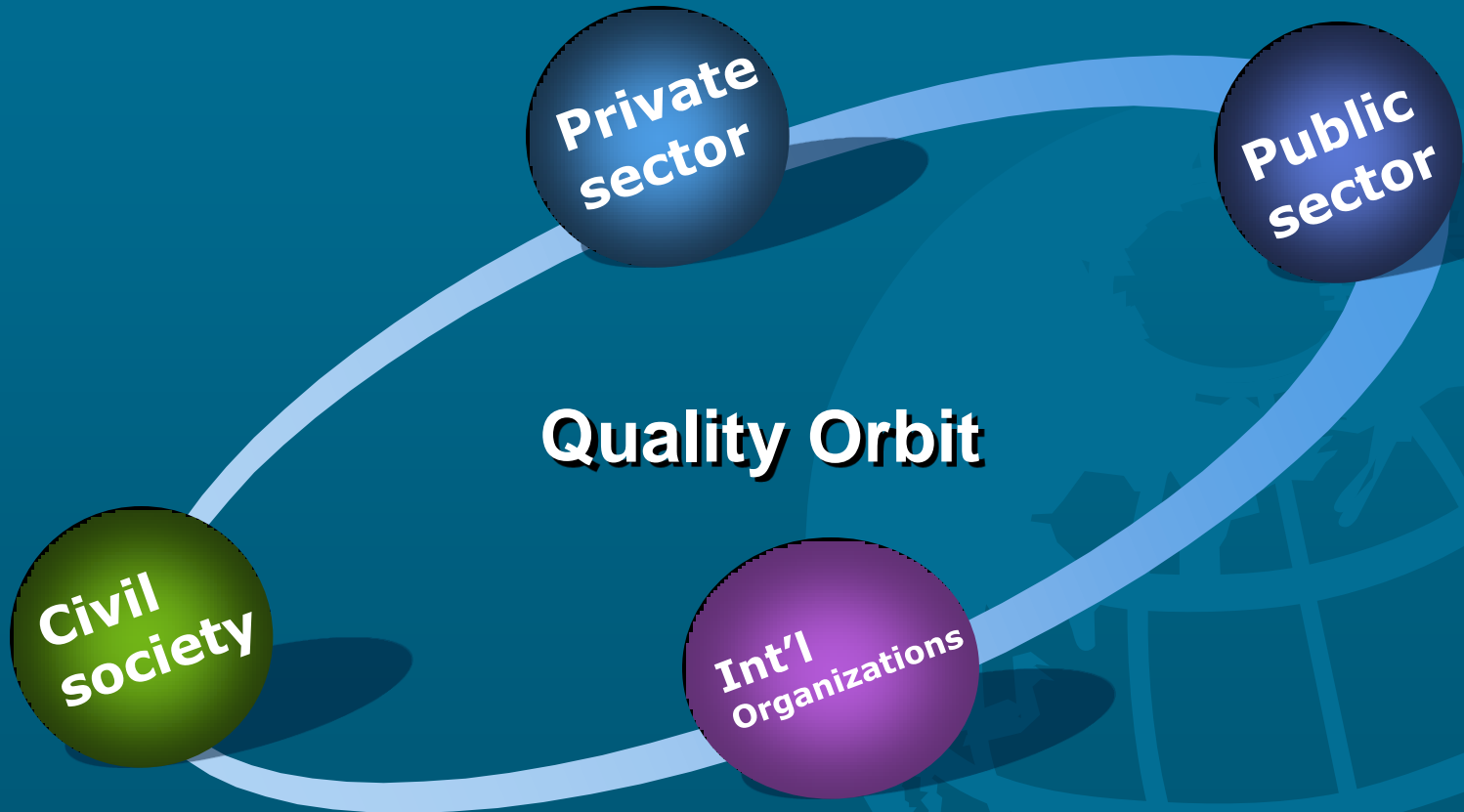
Stage	Concept	Feature	Focus
1960s	Quality Control	Solving problems	Products & Internal processes
1970s	Total Quality		
1990s	Total Quality Management	Preventing problems	Beneficiary's delight
2000s	Strategic Quality Management	Anticipating change	Sustainable Competitive Advantage

# 2.2 Quality: Analysis of the concept





# 3.1 Main players



# 4.1 Case Study: Imam Sadr Foundation

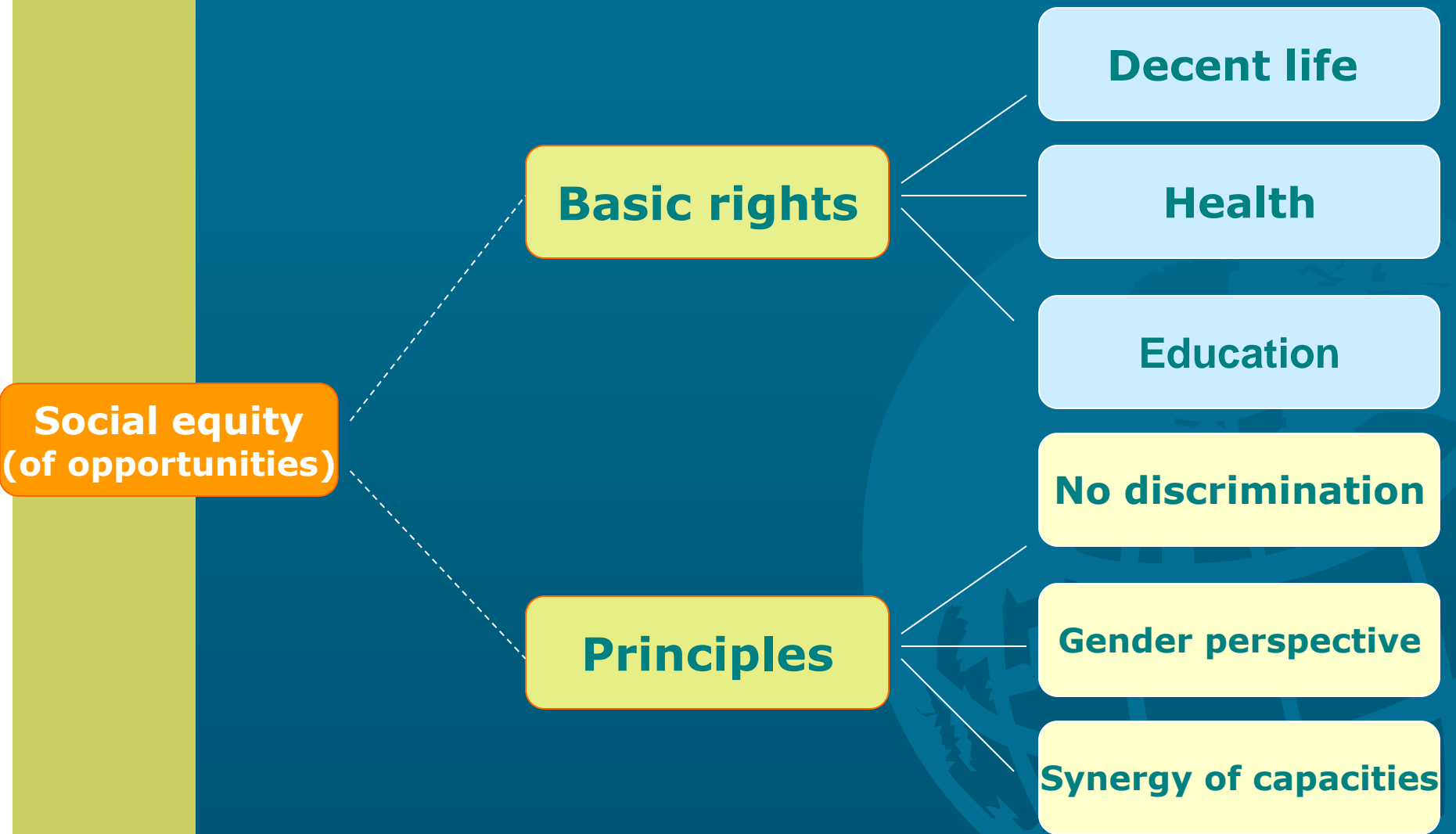
## Vision

A world where social justice prevails.

## Mission

ISF is a Lebanese non-governmental organization that seeks to bring about change & equity by working closely with the local communities in Lebanon on health, education and promoting a culture of dialogue & reconciliation.

## 4.2 ISF: Strategic framework



# 4.3 Organizational Development

## Why Organizational Development:

Empower  
people to  
develop their  
Dept's mission  
& budget

Acquire data  
to enable  
rational decision  
making

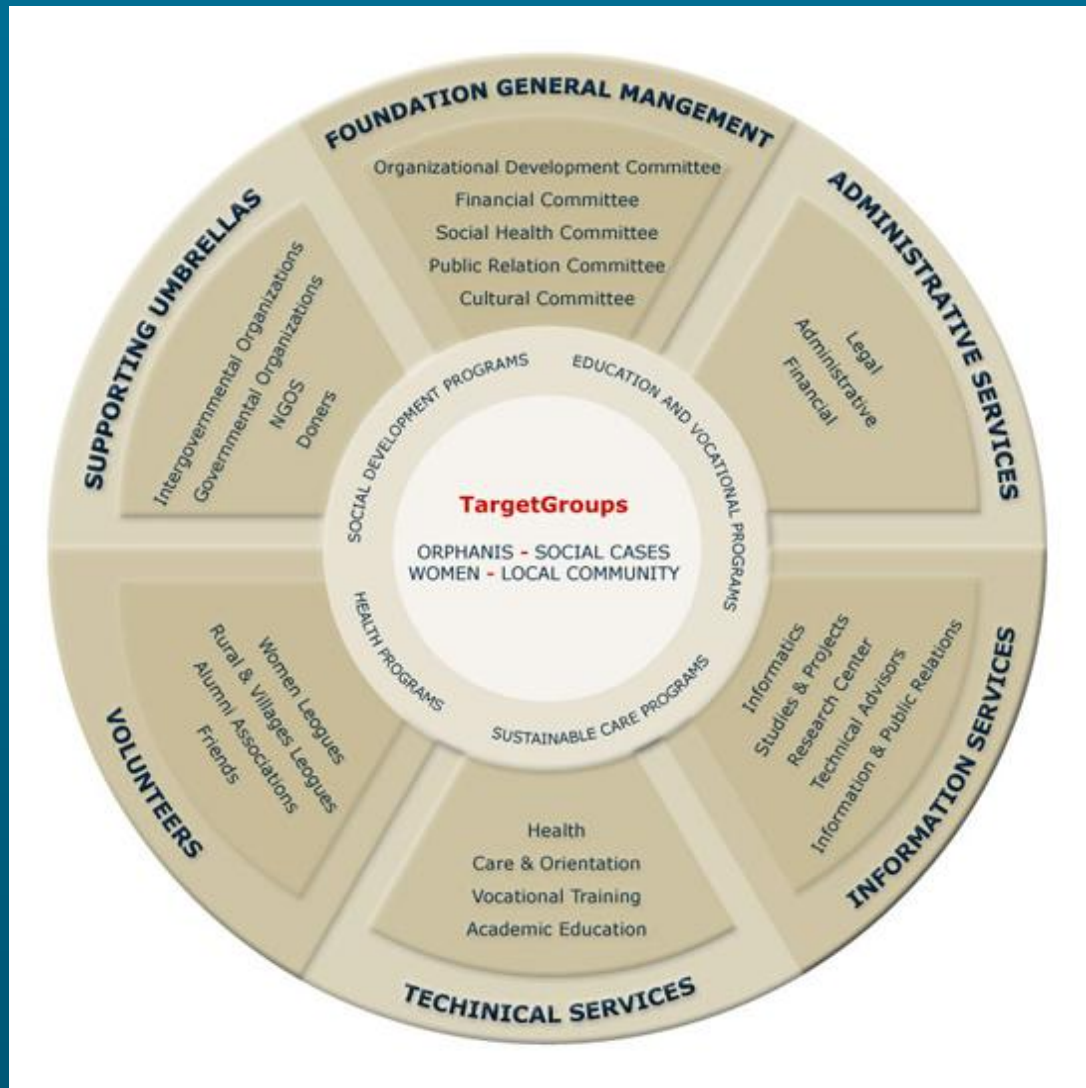
Conform  
Structure to  
vision & mission

Raise  
Motivation

Devise  
accountability  
criteria

Prepare for  
Corporate  
Governance

# 4.4 Beneficiary is at the heart



## **4.5 Main results**

- **Expanding business by a factor of 3.5 in 5 years**
- **Improvement in educational attainment by 20%**
- **Introducing new curriculums (special education, stimulation of social activities, psychiatric nursing, agriculture orientation)**
- **Expanding outreach and premises**
- **Practicing Life-Long Learning**
- **Booming partnerships and affiliations**

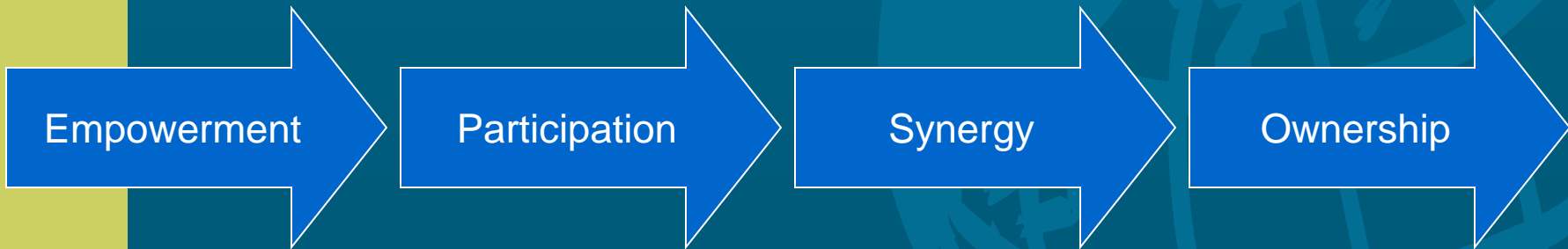
## 4.6 Sample of outputs

- **The Arabic Glossary of Development Terms: 2004, WB & ESCWA**
- **NGOs Organisational Development in Information and Communication Technology: 2003 – 2006, AGFUND**
- **Income Generation and Food Security for Rural Poor Households in South Lebanon: 2001 – 2003, IFAD & MCC**
- **Snack Supply to Public Schools: 2001 – 2007, IOCC & USAID**
- **Awareness on Women's Rights: 2002 – 2007, CRTDA**
- **Rehabilitation and Reintegration of Former Detainees in South Lebanon: 2005 – 2006, UNDP & CDR**
- **Economic and Professional Empowerment of Female Farmers in the South: 2007, CDR & W B**
- **Creation of a Pool of Social Workers: 2006 – 2007, Global Fund for Women**
- **Solar Water Heating System: 2007, UNDP & SIDA**
- **Summer Camps for Children to ease the impact of the war: 2006 – 2007, UNICEF**
- **Assessment of Reproductive Health Features: 2007, WHO;**
- **Fast Track Vocational Training for Women of Beirut's Suburbs: 2008, UNDP**
- **Mental Health Nursing: 2008, NORWAC.**

# 5.1 Insights gained

**From Quality to Development:**

**Sustainable Development**





## 5.2 “The less I have, the more I am” Gandhi

Means

Continual  
improvement

Total  
Involvement

Sustainable  
Competitive  
Advantage

Sustainable  
Environment

Better  
Eco-knowledge

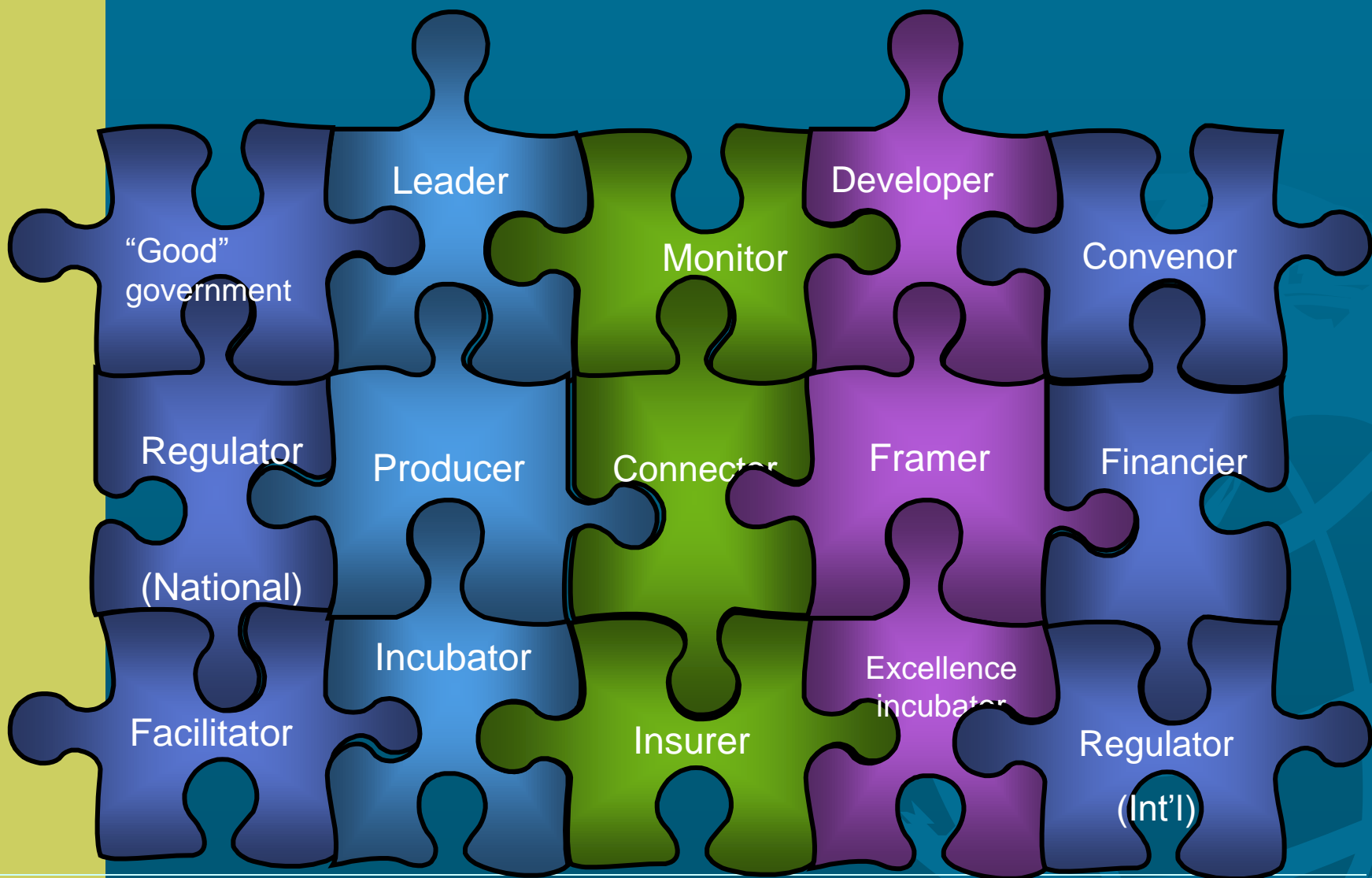
Efficient  
Resources  
Management

Human  
Satisfaction/  
Contentedness

Goals

# 5.3 Foreseen synergy

Public sector	Private sector	Civil society	Academia	Int'l bodies
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