



# 5 Part B: Board Self-Assessment: Governance Performance

## Quotes

No organizational action has more power for motivating employee behaviour change than feedback from credible work associates.

**Mark R. Edwards**

Self-assessment is the universal truth.

**Unknown**

Quality is everyone's responsibility.

**W. Edwards Deming**

The quality of a leader is reflected in the standards they set for themselves.

**Ray Kroc**

You cannot consistently perform in a manner which is inconsistent with the way you see yourself.

**R. Joyce Brother**

The value of identity of course is that so often with it comes purpose.

**Richard Grant**

Ask for feedback from people with diverse backgrounds. Each one will tell you one useful thing. If you're at the top of the chain, sometimes people won't give you honest feedback because they're afraid. In this case, disguise yourself, or get feedback from other sources.

**Steve Jobs**

Feedback is the breakfast of champions.

**Ken Blanchard**

Quality begins on the inside... and then works its way out.

**Bob Moawad**

A total commitment is paramount to reaching the ultimate in performance.

**Tim Flores**

Everything can be improved.

**C. W. Barron**



An acre of performance is worth a whole world of promise.

**William Dean Howells**

It is our individual performances, no matter how humble our place in life may be, that will in the long run determine how well ordered the world may become.

**Paul C. Packer**