



## Two members of France Qualité publish *Qualité* at Eyrolles, the 1st<sup>er</sup> global work dedicated to the new challenges of the profession

*A 360° view of the challenges and management of the New Quality with the help of 60 operational sheets illustrated with surprising and inspiring cases*

Paris, October 14, 2021. France Qualité - the association representing professionals in the field of progress and risk management - announces the publication today by Eyrolles of a reference book on Quality, the first to offer an overview of this function with a broader scope, co-authored by two of its members: Laurence Kerléguer and Patrick Mongillon.

A signing session took place on Tuesday, November 9 at 6:30 pm at the Eyrolles bookstore  
55 boulevard Saint-Germain, 75005 Paris

With the expansion of its scope to respond effectively to the challenges of the moment, the New Quality has experienced a marked rise in recent years, reinforced by the need for both public and private organizations to manage the end of the crisis and to structure the recovery of activity.

Noting this renewed interest on the part of its readers, and the expression of expectations regarding the ways and means of developing a sustainable improvement dynamic at the service of the stakeholders of organizations, Eyrolles wished to publish a book on New Quality in its marker collection, Eyrolles Learning.



The publishing house has - for this - called upon two members of France Qualité:

- **Laurence Kerléguer** is Director of transforming projects within the La Poste Group. She has always been committed to operational and cross-functional projects, where methods and results come together. She is currently implementing traceability, steering and continuous improvement tools, and teaches a Master's degree in Quality, Safety and Environment at the University of Marne-la-Vallée. She was the General Secretary of France Qualité.
- **Patrick Mongillon** is president of AQM Performance, vice-president of France Qualité and executive vice-president of the EOQ [European Organization for Quality]. He was the first Frenchman to receive the European Quality Leader award in 2016 in Helsinki, in recognition of his long-standing commitment to promoting quality management and operational excellence in France and Europe.

**On the book's agenda: Enthusiastically winning over customers and building customer loyalty, combining performance and human relations, and making a success of transformations.** But also solve problems quickly and thoroughly, measure the costs of quality and non-quality, adopt a Quality, Health-Safety and Environment approach...

To make the 60 sheets/syntheses - grouped into 10 themes - as concrete and applicable as possible, the co-authors have collected **testimonies on good practices, experiences and valuable and sometimes surprising advice**. For example, to illustrate the value of process mapping, they refer to Auguste Escoffier, who revolutionized French cuisine by organizing work in the kitchens, writing down his recipes, and then creating a school. In doing so, he helped to spread French cuisine around the world.



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*"The writing of the various chapters has made it possible to bring together - for the first time - in a single book the multiple facets of the New Quality, which the Quality Leader of tomorrow must embrace: standards, the costs of non-quality, obviously, but also dimensions, subjects hitherto absent from books dedicated to Quality, such as data analysis, the source of inspiration, human relations... We would like to thank Eyrolles and France Qualité for the trust they placed in us to bring this project to fruition."*

**Laurence Kerléguer and Patrick Mongillon, co-authors**

*"Who else but members of France Qualité, which has been accompanying and piloting the evolution of this profession for many years, to make a clear and documented presentation of this transformation! We are proud of the result, which will certainly be of daily use to many economic and social actors."*

**Florian Migairou, Editorial Manager at Eyrolles**

*"Laurence and Patrick have written the reference book that was missing to understand the New Quality in its entirety. This book should be read by everyone: managers, students, executives, HR. And of course, the Quality leaders of tomorrow. An exciting role, at the crossroads of all professions and at the heart of the transformation of public and private organizations. Congratulations to the publisher Eyrolles for its willingness to make this subject ever more accessible! I would also like to thank Laurence and Patrick, as well as the other witnesses/contributors of the France Qualité network, for their pedagogy, their creativity and their commitment!"*

**Pierre Girault, President of France Qualité**

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For more information, please contact the press office.

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**About France Qualité** - Created in 2012, the Association France Qualité Performance (AFQP), known as France Qualité, brings together 1,900 public and private members in France through its 11 territorial components. Well beyond certification, the association promotes a "New Quality" that integrates Management, Strategy, QWL, Customer Experience, CSR and Operational Excellence as well as Relational Excellence, for a steering of all the components of the organization's performance. France Qualité focuses on sharing best practices, produces reference publications such as Quali'Bord and white papers, and organizes regional and national forums and events (more than 300 per year) as well as the National Quality Awards and the Quality Leader Trophy. [www.qualiteperformance.org](http://www.qualiteperformance.org)