

# **TOWARDS QUALITY IN MANAGEMENT BY LEARNING**

**Gertie Veldman**

This short lecture discusses changes in libraries and ways how to cope with them.

One should see changes not as threats but as opportunities.

Looking at the history of the past few years makes one realise that things change faster and faster. New developments are far-reaching and increasingly (more and more) complex.

These changes cannot be dealt with nowadays using old methods.

There exists a concept to be used in addressing changes properly, and this concept is "learning organisation".

I will explain this notion by talking about Peter Senge's book "The Fifth Discipline".