

The Situational Leadership model by Blanchard and Hersey focuses on adapting leadership style according to the maturity and development level of team members. In the context of quality management, leaders can use this model to assess the skill and experience level of their team and then apply the appropriate leadership style (directive, coaching, supportive, or delegating) to improve quality. For example, with a new or less experienced team, a directive style may be more effective, while with a highly experienced team, delegating tasks can foster innovation and continuous improvement.