**QUALITY LEADERSHIP.**

Quality leadership is a dynamic process through where an individual utilizes power and authority to influence the behavior and actions of others in a group with different specialities to voluntarily work together to accomplish a common goal ; patient satisfaction using the available resources effectively in consideration to ethical standards.

The leader possess some unique features that includes ability to plan, coordinate activities, control and make policies that attracts his or her teammates who are well convinced that the leader;

1. knows how to install confidence and maintain morale among his team.
2. knows where he is going and how to get there.
3. will not manipulate them for personal benefits.
4. knows how to make goals look easy and achievable.
5. can tolerate frustation and delay.
6. is well aware of the consequences of the decision and actions made.

Quality leadership may be democratic where all group members are involved in decision and policy making but the leader is accountable for the end result or free reign type where the leader joins the team members, assigns them with duties and helps where there is a problem .This fosters unity of command, direction, equity, accountability and responsibility among members improving performance.