

Presentation Outline for 9/28/2017

Thanks to the Alexander City Chamber of Commerce, The Alexander City School System, and the students that have their minds made up.

- Introduction
- The Four Absolutes of Quality Management
- Teamwork
- Get Started Now
- Book Keeping
- Conclusion

Introduction

“Quality is free. What costs money are the unquality things – all the actions that involve not doing jobs right the first time”

Philip Crosby

Views on Quality

Business trilogy: plan, control, improve

Statistical; continual improvement

Method

Please customer

Meet/exceed customer needs

Zero defects

Goal

Management

Responsible

Fitness for use; freedom from trouble

Nonfaulty systems

Conformance to requirements

Definition

Process

Technical

Motivational

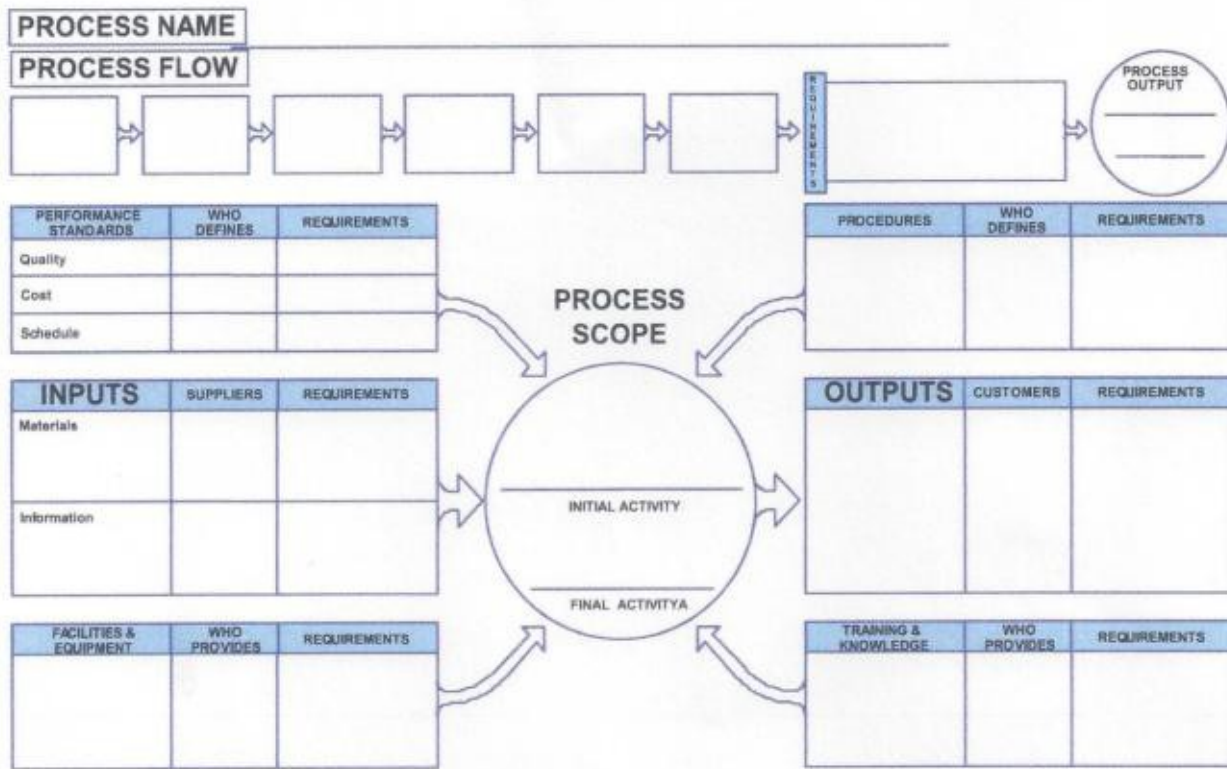
Orientation

Four Absolutes of Quality Management

1. The definition of quality is conformance to requirements, not goodness. (not subjective)
2. Quality is achieved through prevention, not appraisal.
3. The quality performance standard is zero defects, not acceptable quality levels.
4. Quality is measured by the price of non-conformance, not indexes.

Process Model Worksheet

Philip Crosby's Process Model Work Sheet



- All work is a process
- Personal processes
- Organization's processes
- Requirements are "filters"

Teamwork

Working on Teams

Advantages

- More knowledge and skills
- Better communication
- Different approaches to challenges (e.g. problems)

Disadvantages

- Commitment of time and money
- Presence of "strong" personalities
- Imposing decisions without considering alternatives
- Not supporting team decisions

At the end of the day *Somebody must own it...*

Get Started Now

- Research but not too much.
- Use what you have.
- Listen to the inner voice.
- Be in the winners circle.
- Success in a journey – not a destination.
- Think BIG (water ladle principle)

Book Keeping

- Keep very good records secure...
- Record everything.
 - Names, dates, places, events, personal notes.
- Keep a personal budget.

Conclusion

- Have a hero
- Be a hero
- Don't wait

The most important rule in business.....

Have Fun!