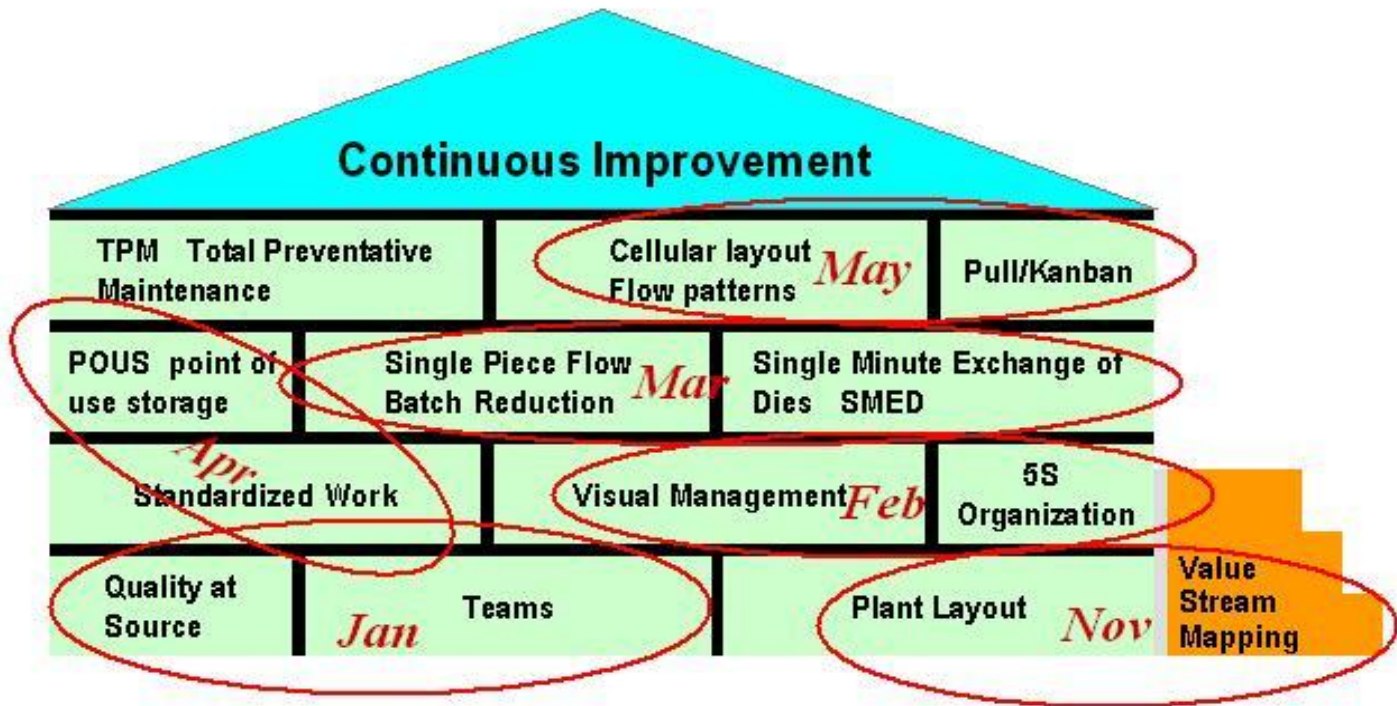


Teams and Quality at the Source

Tom DuBois

PDM Schedule

ASQ section 200
PDM schedule 2009-2010



Two Topics?

Teams



Quality
at the
Source

Teams – Making Teamwork Work

- Environment and Culture
- Leadership
- Team Leaders and Facilitators
- Team Members
- Evolution

Environment and Culture

- Atmosphere of uncertainty?
- Need an open planning process
- Recognize Stakeholders
- Clarify Expectations
- Result Orientation
- Communicate and Reinforce

Leadership

- Vision
- Stimulate Creativity
- Structure the Planning Process
- Recognize Performance
- Communicate

Team Leaders and Facilitators

- Training
- Role Clarity
- Practice

Team Members

- Selection
- Training
- “Learning by Doing”
- Bias toward Action

Evolution

- Goals
- Continuity
- Return on Investment

Quality – Build It In

- Environment and Culture
- Leadership
- Voice of Customer
- Design Services and Products
- Develop Processes
- Visibility
- Evolution

Environment and Culture

- Quality Culture
- Quality Policy
- Quality Systems

Leadership

- Leadership = Ownership
- “Management with Executive Responsibility”
- Planning for Quality

Voice of Customer

- Recognizing Customers and Stakeholders
- Listening to the Voice
- Intention
- Tools

Design Services and Products

- Design for Six Sigma
- Poka Yoke
- Avoiding “Silos”

Develop Processes

- Poka Yoke
- Simplification
- Automation
- “Concurrent Engineering”

Visibility

- Up Down, Around
- What can you really see?
- Dashboards

Evolution

- Goals
- Continuity
- Return on Investment

Thank You!

Questions / Discussion