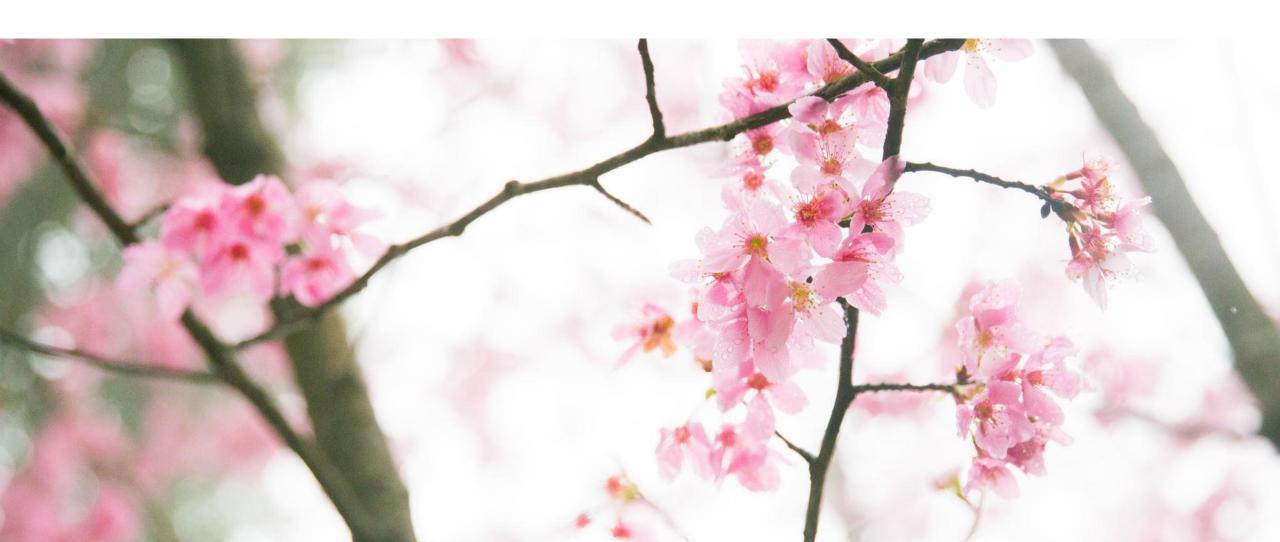
Quality Tools

PRACTICAL TOOLS FOR QUALITY PEOPLE

18MAY2023



0730-0740: Arrive, Welcome, Get Settled!

- Good morning!
- · Zoom in; Settle in
- Networking Question:

What is the most important (the absolute key success factor) of a Quality Organization?

0740-0747: Introduction: Who's Ben?

- Ben White
- Originally from Monticello, Kentucky (with tours in Sitka and Anchorage, AK)
- Education: AA, BA, BA, MBA, MA, MFA, EdD
- Professional: PFC, Spec4, SN, PO3, ENS, LT(jg), LT, LCDR (retired, US Coast Guard), Teacher, Coach, Instructor
- Currently (primarily): CNM Business Administration Instructor and Central New Mexico Community College

0747-0755: Today's Agenda – The Agenda as a Quality Tool

- 1. Welcome 0730-0740ish
- 2. Introduction (Who's Ben?) 0740-0747ish
- 3. The Agenda (Quality Tool) 0747-0755
 - a. Poll Question 1
- 4. The Contingency Diagram 0755-0810
 - a. Poll Question 2
- 5. The Parking Lot 0810-0815
 - a. Poll Question 3
- 6. Brainstorming 0815-0825
- 7. Pairwise Ranking 0825-0835
- 8. Small Group: Practical Exercise 0835-0850
- 9. Wrap-It Up 0850-0900

Poll Question 1

On a scale of 1 (lowest importance) to 5 (greatest importance), how important is an Agenda (and the ability to stick to it)?

0755-0810: The Contingency Diagram

- 1. Make me fail!
- 2. What can we do to be unsuccessful?
- 3. Tap into your negative energy, and think of behaviors, attitudes, actions, and barriers that will make this morning be the worst morning ever!

Poll Question 2

True or False:

I have been in meetings when negative energy was a barrier to success?

0810-0815: The Parking Lot

- 1. Important ideas that don't apply, but shouldn't be lost
- 2. Park those ideas to save for another (more appropriate) meeting/forum
- 3. Keep the keys handy to make sure those ideas are driven to the right time, place, person

Poll Question 3

True or False:

A meeting cannot be successful if the facilitator isn't an expert on the topic(s) being discussed

0815-0825: Brainstorming

- 1. We are going to buy a new car
- 2. What kind of car (ModelMake)should we buy?

0825-0835: Pairwise Ranking

- 1. We have our list of cars (1-5)
- 2. Which is preferred Between Car 1 and Car 2?
- 3. Which is preferred between the "winner" above and Car 3?
- 4. Which is preferred between the winner above and Car 4?
- 5. Which is preferred between the winner above and Car 5?
- 6. The last car standing is the one we prefer as a group!

0835-0850: Small Groups

1. In your break out rooms:

- a. Brainstorm a list of vacation spots (5-10 choices; no discussion just get the list!)
- b. Take a little time if necessary for individuals to discuss/defend their choices
- c. Pairwise Rank the vacation spots
- d. Come back to the large group with your choice (and your bags packed!)

0850-0900: Wrap It Up!

- 1. Questions?
- 2. Comments?
- 3. Concerns?
- 4. Insights?
- 5. Take Home Resource The United States Coast Guard Performance Improvement Guide: https://edept.cgaux.org/pdf/Performance%20Improvement%20Guide%20Sixth%20Edition.pdf

Thank you!

