

# 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 (Model/Make) 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!**

