

Information Dynamics – Turning Facts into Accomplishment

Identify Improvement	Generate/Collect Facts	Analyze and Decide	Work
Check Progress	Commit		
Data	Information	Wisdom	Direction
	Implementation	Evaluate Result	Quantification
			Integrate or Abandon

Identify Improvement

Generate/Collect Facts

Data – collection of facts

Information – organization of collected facts

Analyze and Decide

Wisdom – analyzing information to identify or discover correlations and/or cause – effect relationships represented by the information

Direction – Establishing the nature of improvement

Quantification – Establishing a measurable goal

Perform

Implementation – Applying the Systems, methods, responsibilities and resources and prioritization of the measurable goal

Check Progress

Evaluate Result – Time based comparison of current state to measurable goal

Commit

Correct, Continue, Integrate or Abandon – Determine future actions relative to the

Communication Modes Indicating Approach

Logical

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Political

We Must or Because I said so..

Emotional

You must be crazy or This is driving me crazy

Spiritual

God help us, or If we're lucky

Systems Approach

Communication

Employees at all levels are aware of the QOS Program

Senior Management has communicated clear expectations of the QOS process

On-going performance is communicated regularly

The QOS methodology has been communicated to your supply base if applicable

Teamwork

A champion is identified for each measurable

Teams are allocated the resources necessary to function effectively

Cross-functional problem solving and quality improvement teams have been established to work on opportunities identified by the QOS process.

Management Review

Regularly scheduled reviews are held.

Evidence exists to support the QOS process.

On-going performance is tracked

Status of action plans and problem solving activities are reviewed.

Measurables

Internal and external customer expectations are identified.

Selected measurables relate to key processes and predict internal and external customer satisfaction.

Quantifying Tools

Performance analysis over time used.

Performance targets identified

Problem prioritization used

Structured problem solving used

Continual Improvement

The QOS process provides examples of quantifiable improvements which are significant and sustainable.

Improvement trends correlate to measurables of internal and external customer satisfaction.

Dynamic Process

Senior management champions the QOS process and ensures its on-going effectiveness.

Periodic contact is made with internal and external customers to verify or update expectations.

Periodic reviews of key processes and measurables are made to ensure their continued suitability and effectiveness.

Mechanism/Method

Formalize the Plan

Identify and Communicate Responsibilities

Review/Control Process

Establish Generated