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# Common Issues In Building A Quality System

Doug Wilson  
Organization Consultant  
TACE VI

&

Chief Solution Design Officer  
9by9Solutions

Bill Agnell  
Special Assistant to the  
Commissioner  
Division for Blind Services  
DARS  
State of Texas



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## Quality System Issues: A Baker's Dozen

Confusion exits around these issues in a VR setting

### **I. Understanding Our Business**

1. Unclear Purpose
2. What in the World Are We Trying to Do?
3. The Secret Sauce

### **II. Defining Quality**

4. The Management of Meaning
5. The Problem of Zero Defects
6. Service or Satisfaction?
7. Lead, Follow or Get Out Of The Way?
8. It Takes a Village
9. The Core of VR Quality

### **III. Measurement and Monitoring**

10. How Do We Know If We Are Winning?
11. How You Doing?

### **IV. Leadership and Support**

12. Help Me, Help Me!
13. Get 'Er Done

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# I. Understanding Our Business

## 1. Unclear Purpose

How does quality align with organization vision and mission?

- Many organizations develop mission and vision statements and never consider them again
  - Often general statements that no one ever thinks about again!
  
- The design of a quality program is guided by what the mission and vision statements indicate is the core focus

# Sample Mission & Vision

## Mission Statement

To work in **partnership** with \_\_\_ with disabilities and families with children who have developmental delays to **improve the quality of their lives** and to enable their **full participation in society**.

## Vision Statement

A state where people with disabilities and families with children who have developmental delays enjoy the same opportunities as other \_\_\_ **to pursue independent and productive lives**.

## Mission

To work in **partnership** with \_\_\_ who are blind or visually impaired to **reach their goals**.

## Vision

A state where people who are blind or visually impaired enjoy the same opportunities as other \_\_\_ **to pursue independence and employment**.

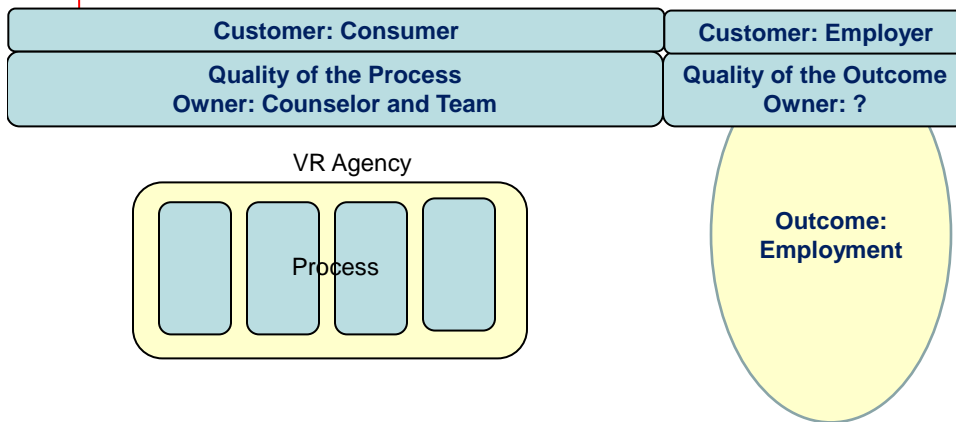
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## 2. What In the World Are We Trying To Do Here?

- A. Who's your Daddy?
- B. What's your product?

# A. Who's Your Daddy?

To measure quality, one must have a clear picture of who the customer is

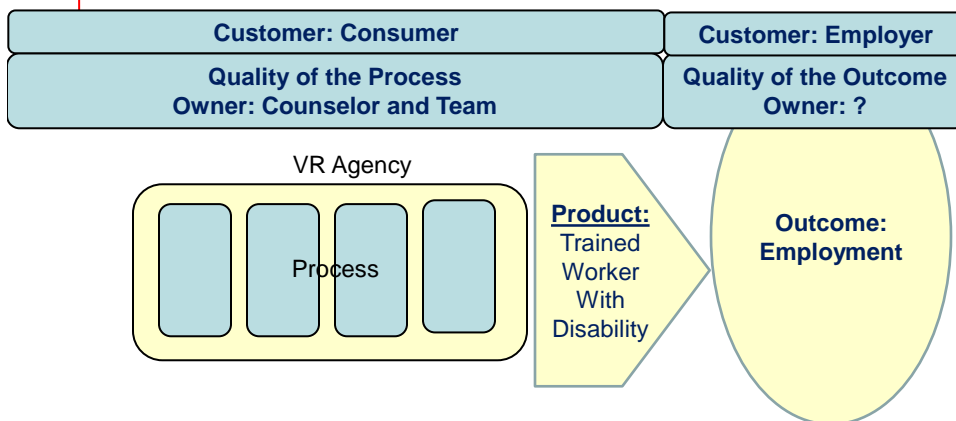


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# B. What's Your Product?

To measure quality, one must have a clear picture of what the product is

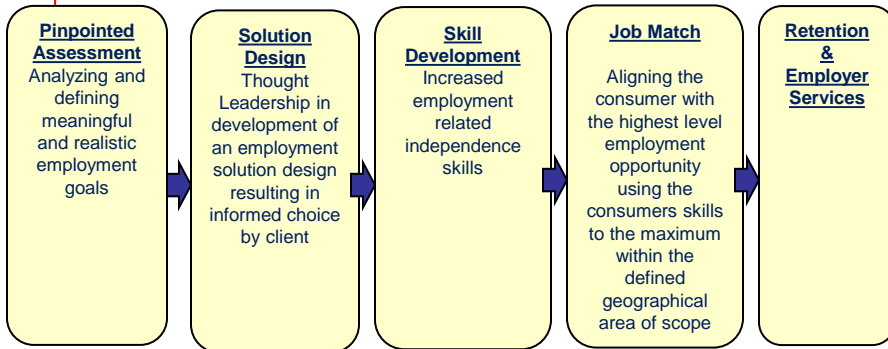


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# 3. The Secret Sauce

How do we create value?



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## II. Defining Quality

## 4. The Management of Meaning

Many definitions of quality exist



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## 5. Zero Defects

If 100% perfection is required as a standard, can it be quality?

### Two Major Areas

Expectations of Employment	RSA Guideline Mandates
Tasks that are expected to be performed as a condition of accepting employment	Requirements by RSA necessary for funding or compliance with federal guidelines

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## 6. Service or Satisfaction?

How does the customer's view of quality fit in?

### Customer Service

- Return phone calls
- Keep appointments
- Polite

### Customer Satisfaction

- Add value to the experience
- Add knowledge & insight

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## 7. Lead, Follow or Get Out Of The Way?

How do customer choice and professional leadership co-exist?

Consumer  
choice

- Let the consumer decide
- What the consumer wants happens
- Consumer calls the shots, staff comply

If we believe in  
consumer choice  
what is the role  
of the  
service  
provider?

### 3 Choices

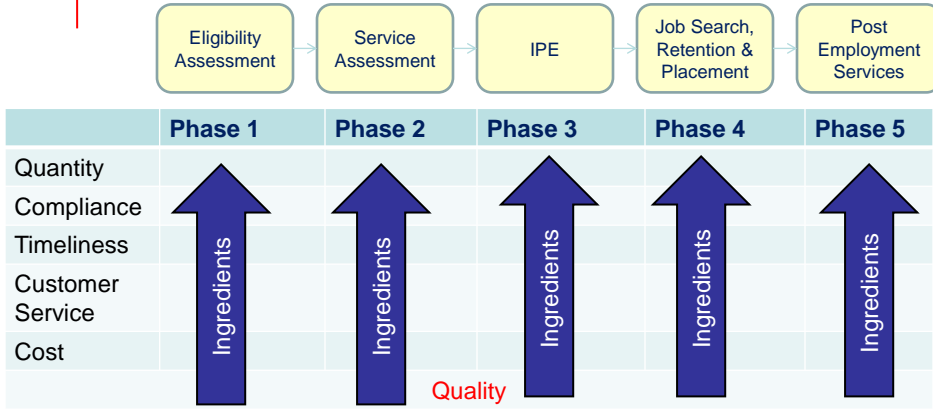
1. Decree the plan
2. Follow the consumer's choice
3. Lead the process

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# 8. It Takes a Village

If multiple staff are involved in producing quality, how is individual quality measured?



Each item is baked in at each step of the process

Must first define critical points where quality is added, then define how to collect the right data

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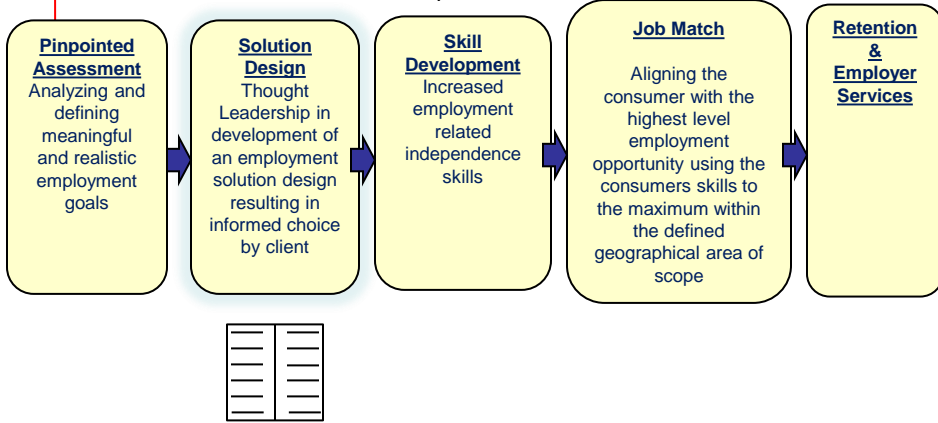


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# 10. The Core of VR Quality?

Do we create plans or solutions?



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## III. Measurement and Monitoring

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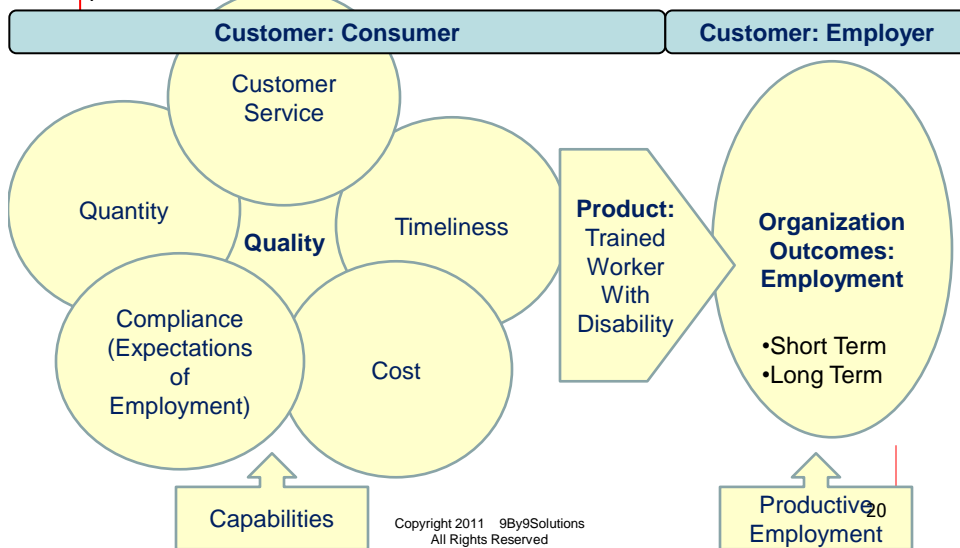
# 9. How Do We Know If We Are Winning?

Organizationally?  
Individually?

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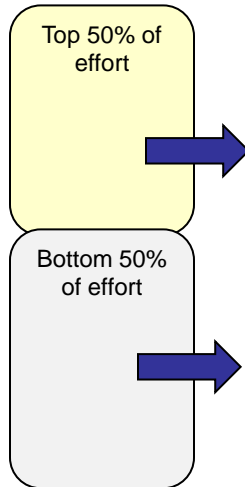
## A. Organization

If you don't know the end state, how can you measure the process or the individual performer?



# High Value and Metrics

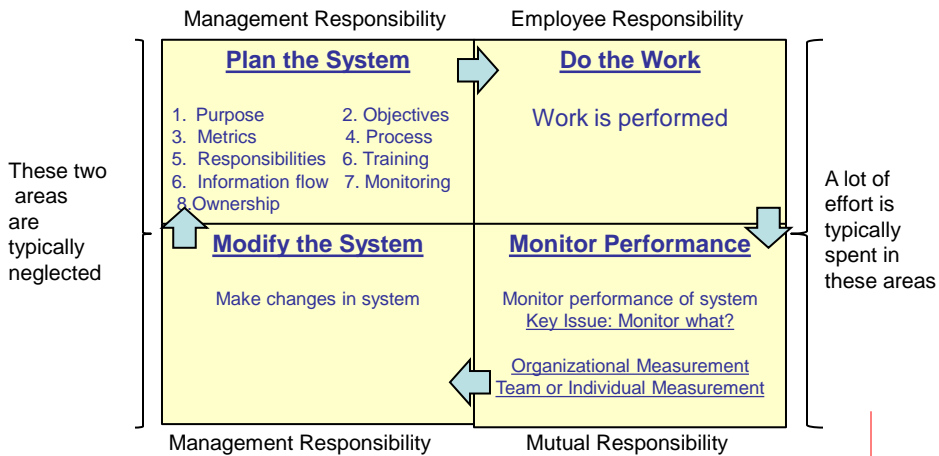
Can't try to measure everything



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## 10. How You Doing?

How do we monitor performance?

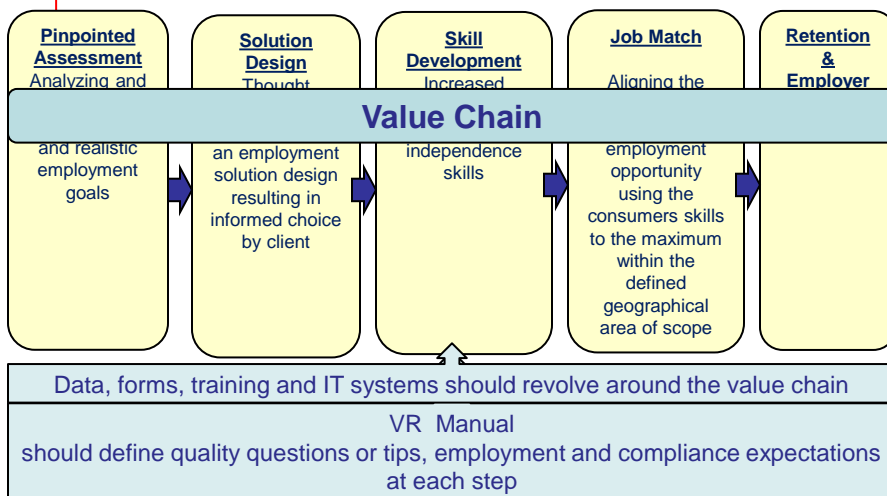


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## IV. Leadership and Support

### 11. Help Me, Help Me!

How do support systems align to our quality effort?



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# 12. Get 'Er Done

The critical factor of senior leadership support

	Organization A	Organization B
Senior Leadership Support	Supported project Attended 2 day senior leadership session to assess need	Supported project but did not attend senior leadership briefing
Project Lead	Senior leader in organization	Senior leader in organization
Project Team	Small team of SMEs	Everyone had to be represented
Timing	Project kept on schedule with assignments followed through promptly	Constant delays and project put off for other priorities
Involvement	Senior leader constant contact with consultant	Project leader was gate keeper to full leadership team
Changes During Project	No changes, bring forward recommendation for review	Constant changing and tweaking during process to ensure outcome

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## Putting It All Together

What A QA System Might Look Like

# VR Quality System Model

