**10 Keys for Reenergizing Quality (Do’s and Don’ts)**

Slide 1: Title Slide – 10 Keys for Reenergizing Quality (Do’s and Don’ts) – S. Tom Foster, Jr. 4th Annual Summit for Vocational Rehabilitation Program Evaluation and Quality Assurance – Keynote Address – September 2011, Tampa, FL

Slide 2: Getting Perspective – Take a step back…-Where are we as a field? How can we improve?

Slide 3: Getting Perspective – Take a step back. . . Slide shows picture of dead roses and a drawing of different parts of the head.

Slide 4: Slide discusses Community – shows picture of the cover of the movie The Davinci Code.

Slide 5: Slide discusses thinking critically.

Slide 6: Slide discusses how not to confuse activity with effectiveness.

Slide 7: Slide discusses focusing on creative solutions.

Slide 8: Slide discusses avoiding fads.

Slide 9: Slide discusses the need to understand that one size does not fit all.

Slide 10: Slide discusses encouraging long-term thinking.

Slide 11: Slide says to avoid confusion.

Slide 12: Slide shows table of a long list of terms such as; acceptance sampling, active data gathering, assurance, etc. and asks “what does this table bring to mind?”

Slide 13: Slide shows a diagram of merging topics which include: quality control, quality assurance, and quality management. These topics all blend to focus on the customer. Systems thinking . . . customer focus.

Slide 14: Slide shows a diagram of a business model and says “Know your business model”.

Slide 15: Slide discusses Quality-related Strategic Choices.

Slide 16: Slide says “Don’t be a bureaucrat”.

Slide 17: Slide says “Institute Leadership”.

Slide 18: Slide asks for questions from the audience.

Slide 19: Slide Shows Logo of BYU – Marriot School of Management.