The Next Step

The Newsletter devoted to comment and discussion within the QCDSM process

Your drive to excellence - how to obtain employee commitment!

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Greetings

Continuous improvement, consistent quality with ongoing efficiency and productivity - this is what you would want to be successful in your drive for excellence! Competition is fierce and you have to stay ahead of the game.

You have invested heavily in improvements and quality processes or will be. You most important next step now is: 'How do you ensure that what you want to do will be carried out and driven by your people?'

The quick answer? Ensure that your people understand what it is you want to achieve and that they are fully committed to making it happen.

How would you achieve this?

With all the training, promotion and support that you have given or will be giving, there is one sure way of ensuring this 'buy in':

It is by providing your people with a hands on experience of what it is you want to achieve! **This is where the Try Z seminar steps in.**

Let us explain.

THE PURPOSE OF THE TRY Z SEMINAR

Many of the systems we have encountered have excellent theory and practice to back them up. But, what is lacking is a **'show me'** element which goes beyond theory and lectures. Demonstrating results from other implementations is not half as effective as giving your people a hands on experience of what it is your are proposing.

By providing them with a **'try it out for themselves'** experience you can answer those questions which are all important to gain their commitment. There is a need to provide the people who would be responsible for **'making it happen'** with the opportunity to experience the process first hand.

The Try Z seminar does precisely this.

SOME OF THE QUESTIONS ASKED WHEN ANY 'NEW' SYSTEM IS PROPOSED!

1. How does it work?
2. What does process driven really mean?
3. Is attention to detail all that important?
4. Why is process driven so necessary for consistency?
5. What about development of procedures - how is it done, what is involved and how long does it take?
6. Why is measurement before, during and after writing processes so important?
7. Can we really involve all the people of the area and what does it take to do this?
8. How can you reproduce something in a classroom and expect it to work in real life?
9. Can you really build a team based on measurement and processes?
10. Does this system ensure the empowerment of the people of each area?
11. How do you convince someone who has much experience to accept this alternative way of doing business?

If you read through them again and even add your own, your ability to answer these questions for your people will be a major step forward.

Employee buy-in is the most important first step to any different or new process or system being implemented into a company.

Your wish is to not only convince them of the value of the process or system you wish to implement but to get them to be both the drivers and the owners of the system!

More is wanted than talking about and demonstrating previous successes. You need to let them 'experience it for themselves.' This is where the Try Z Seminar 'stand alone' comes in.

Instead of long days sitting and listening to lectures, they actually do it them

selves. They have marvelled at the simplicity of the underlying principles, viz. measure, problem solve, capture the solution in a properly written process, test the process, train it correctly and audit it after being trained. Finally measure it again to verify the improvement.

No matter the system you are using here is a tool that will practically demonstrate to your selected people what it is you wish to achieve. The seminar involves the selected people in a hands on training process which lets them develop the processes needed to run their machines, their specific tasks and to create decision trees so that they can be successful.

We have had over 20 years of experience in running this seminar and have the expertise to customize it to your requirements and needs.

WHAT IS A STAND ALONE TRY Z SEMINAR?

Firstly, it means that **no matter the quality system you are using** or are wishing to implement, the seminar will demonstrate how process control with people involvement is used to obtain consistency in quality, cost, delivery, safety and employee involvement. [This seminar is a prerequisite when implementing our QCDSM system.]

Secondly, the lessons learned in the seminar enable the people to understand that the foundation for high productivity and efficiency is process driven and will give them the practical, hands-on experience that it works.

Thirdly, it demonstrates how, by focussing on the process and the results of the process, the whole group can become involved in continuous improvement.

Fourthly, the seminar depends on the fact that those taking it will move back into an environment which will support their experience. This will be your quality system.

There are many other benefits which we would be pleased to share with you as well.

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HOW WOULD YOUR COMPANY USE THE TRY Z SEMINAR?

The stand alone Try Z seminar lasts about 2.5 days. It can begin either on a Monday, Tuesday or Wednesday. It begins at 7.30 am and ends around 6.00 pm on the first two days depending on the activities of the group. The third day usually ends by about 2.30 pm.

The charge for the seminar will be $750 per person. The minimum number for the seminar is eight [8].

We have continually improved the seminar and as a result we can now accommodate up to 20 persons. It was previously limited to 17. **We also have special pricing to suit individual company needs.**

Payment of the seminar fee is required three weeks in advance. If required, the seminar can be postponed if required provided three weeks notice is given.

A seminar can comprise of delegates from a single company or a mix of companies.

The venue of the seminar needs to be away from the facility but this is negotiable depending on the situation. Your company will be responsible for the seminar costs, e.g. the signing of agreements with the training venue, the provision of meals and snacks. This includes the direct billing for the hotel to be used by the two QCD trainers.

Delegates unable to attend need to be replaced so that the number does not go below 8 per seminar. No refunds will be given for non attendance.

QCD Systems will be responsible for providing all training materials for the seminar excepting for items like flip charts etc. We will give you a list for this.

To ensure a successful seminar preparations for the Try Z need to be completed well in advance and QCD Systems will provide you with a process for achieving this.

The success of the seminar will depend on the commitment of the company to the process and the encouragement of it's delegates when chosen.

The Try Z Seminar has been used to great effect by our regular clients, even after implementation. It is ongoing training to ensure that any person who is newly hired or moves into a management position, will be able to seamlessly embrace the process.

We strongly recommend that you visit our web site, **www.qcdsm.com** where you will be able to not only get a summary of the QCDSM system but will also be able to download a brochure on the Try Z Seminar after selecting the Try Z link.

This is an opportunity that will enable you to fill a possible gap in the training and implementation of your quality system. Based on our experience over the last 20 years and the having conducted in excess of 350 seminars, we can assure you of the benefit it will bring to your company.

Finally

What about those clients who are already involved with the QCDSM process? How does this stand alone seminar affect them?

They will, most probably, opt for the normal 3.5 day seminar limited to 17 people simply because they are already using the QCDSM process for which this seminar was designed.

However, in order to expose many more of their people to the seminar, the use of this 'stand alone' would be acceptable. Please contact us and let us know your preference when deciding on another Try Z seminar.

The 'medium' used in the training
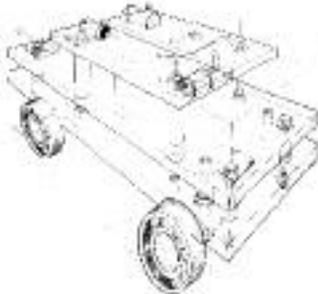
TRY Z as a training tool for the management of the ISO 9000 process.

Many companies are embracing the ISO 9000 process as they enter into the global dimensions of doing business. The success of this quality process depends on how effective the Quality Management System is embraced, used and driven by the people of the facility.

Based on the eight quality management principles incorporated into the ISO 9000 2000, for e.g., it is our belief that the Try Z Seminar enables those using the system to have a hands on experience of how important the procedures are for successful quality control.

The Try Z seminar will demonstrate the importance of the properly written procedures, the measurement of these procedures against benchmarks and then how to utilize the expertise and creativity of the people to reach the goals set out.

This will be, again, a 'show me' experience which will be of great benefit in obtaining that buy-in which is so important.

Whatever quality system you use or develop there is a caveat that is worth remembering: the process or system must be integrated into the culture of the company or alternatively, a culture change must be effected for it to be successful. The Try Z seminar will help to effect this integration and change in a very practical and hand on manner.

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QCD Systems, Inc. invites you to visit our web site and download the .pdf brochures.

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