

# Consultants To Management

## Continuous Quality Improvement

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**Question:** What could be the outcome of a successful quality improvement effort in the Company?

We could greatly improve our bottom line if we had a commitment to a CQI effort. It just seems like management will not walk their talk on these matters. Employees are ready to engage but we are getting cynical about this new effort.

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**Question:** What are the critical opportunities for improving quality of services within your department?

1) reduce re-work; our shrink is 10%; this means 1MM per year in added profit

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**Question:** What are the critical opportunities for improving quality of services across departments? At the organizational level?

We need get all departments in alignment with the strategic business plan; we have too many silos around here and we are losing effectiveness daily.

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**Question:** What is the single most important commitment you can make to ensure the success of this quality process?

Be given the freedom to offer ideas without fear of retribution

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**Question:** Your supervisor's single most important commitment should be to this process.

Be more supportive of staff; allow us to take risks; keep us informed; provide mentoring.

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**Question:** Other comments/suggestions

Thank you for listening; I truly hope something good happens from this.