

Having Fun with Performance Appraisals

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Quality

Operational Definition

Quality – A quantitative description of an output characteristic from a process – Measurable or not-measurable

Quality improvement – Altering the characteristic in a desired manner.

Special thanks to:
Bill Craft

Viewpoint

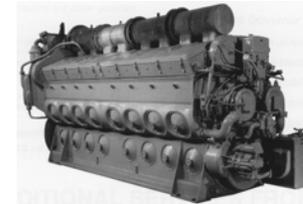
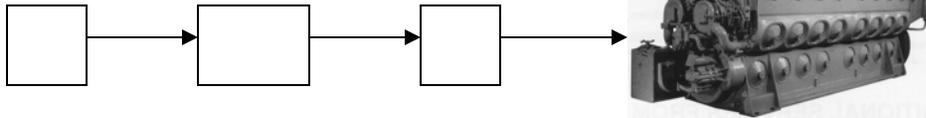
Producer - Quality

Customer – Value

Process

Product

Product



Process Variables

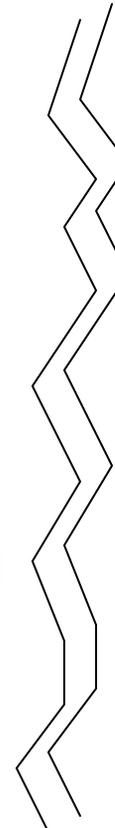
Product variables

Product Value

- Time
- Temperature
- Dimensions
- Cost

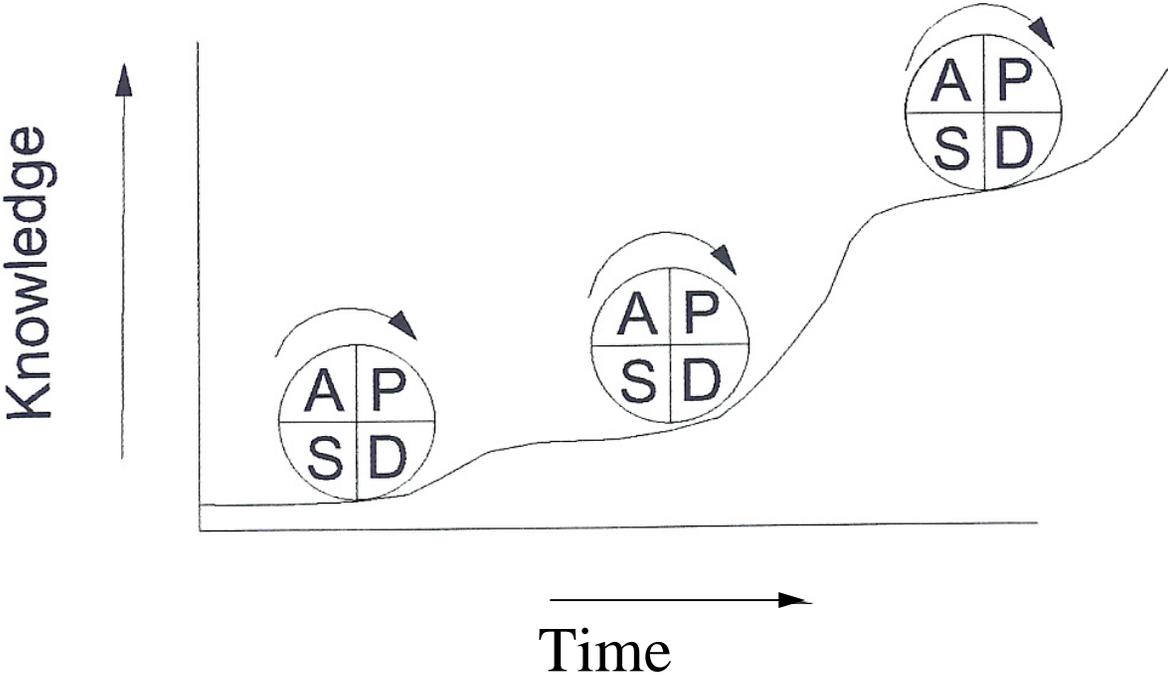
- On time delivery
- Gloss of paint
- Horsepower/RPM
- Shop hours to build
- On time delivery

- Performs well
- Sounds good
- Looks good
- Lasts a long time
- Easy to use
- Price**

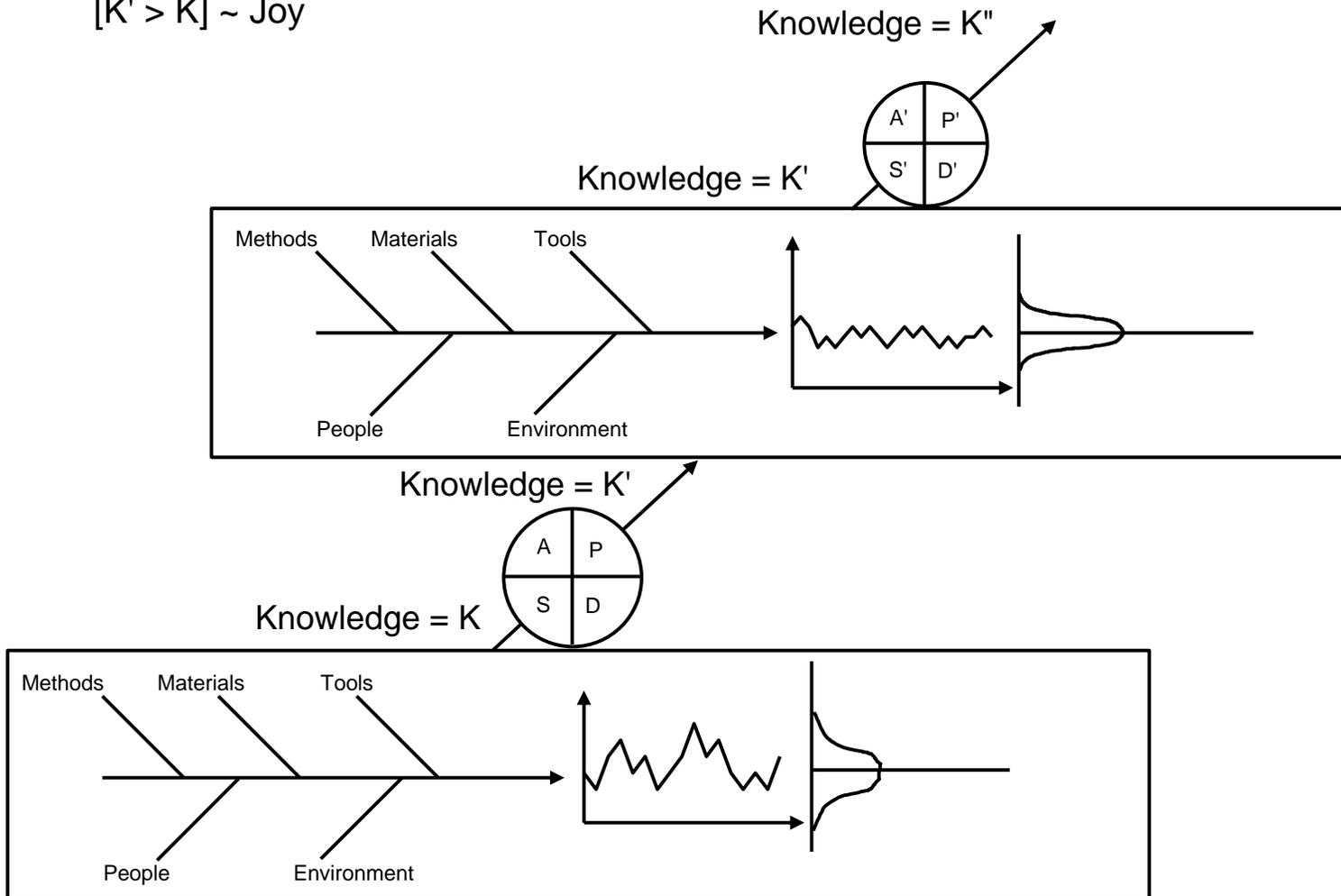


From Improving Quality Through Planned Experimentation

by Moen, Noland, Provost

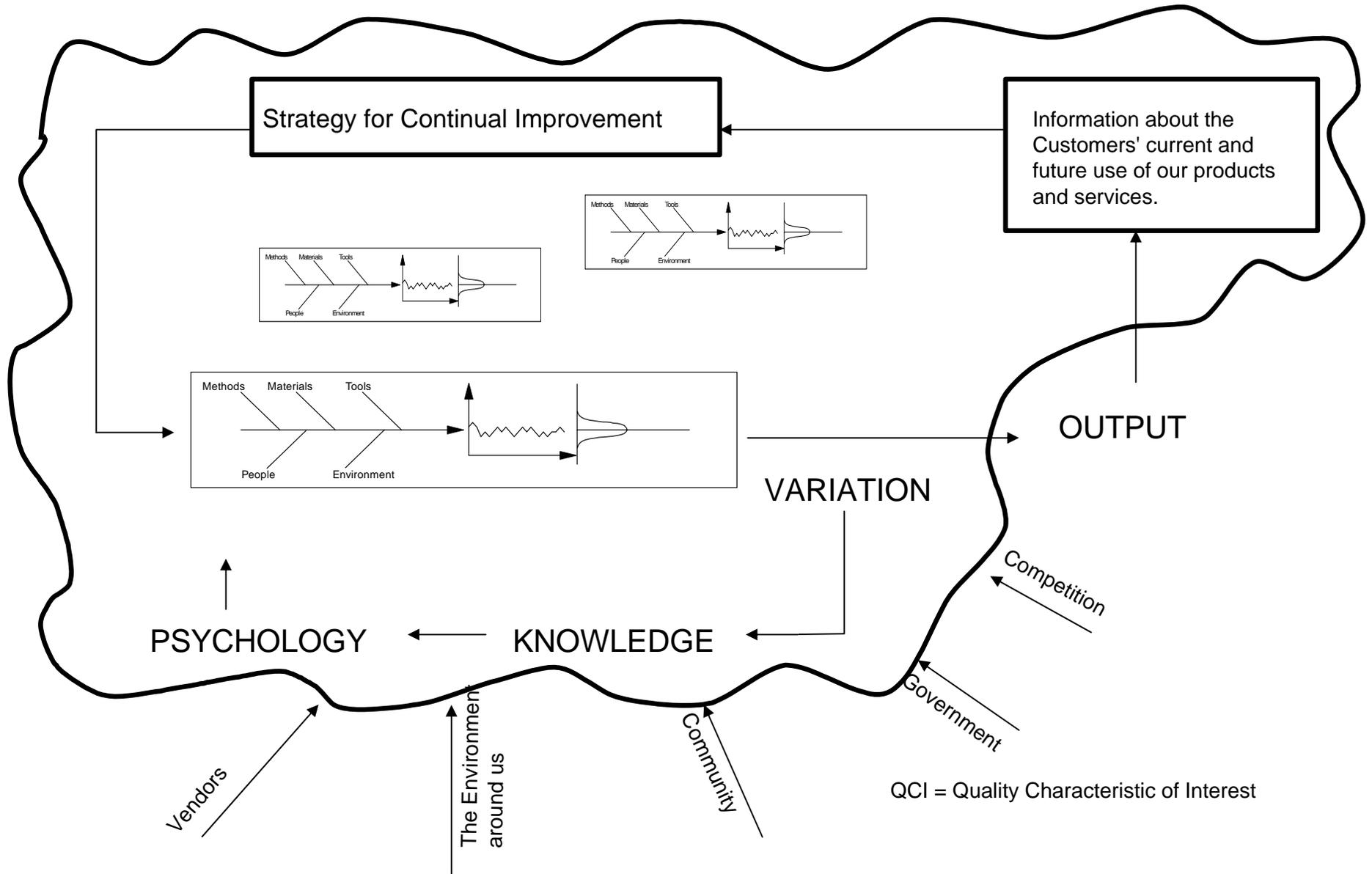


$K' > K$
[$K' > K$] ~ Joy



Reduce variation by applying new knowledge over time.

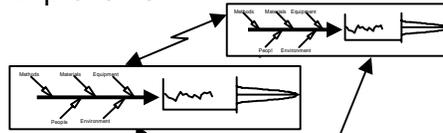
SYSTEM for PSI



The System called Peaker Services

Time

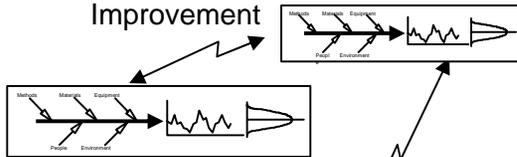
Strategy for Continual Improvement



Information about the customers' current and future use of our products and services.

Output

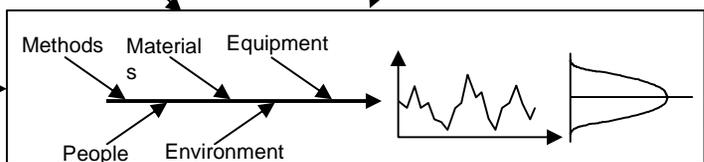
Strategy for Continual Improvement



Information about the customers' current and future use of our products and services.

Output

Improvement of the system over time using Profound Knowledge.



Competition

Psychology

Knowledge

Variation

Vendors

The environment around us

Community

Government

“Joy on the job” comes from the knowledge gained from the quality improvement effort.

Performance Expectations and Improvement Plan

Purpose:

Improve development and growth of PSI and its employees;

Communicate behavioral expectations clearly;

Confirm major areas of job influence;

Identify data to be used in guiding improvement:

Plan PSI support needed for expected improvement;

Confirm timing and process of reviews;

Align individual efforts with the PSI mission.



Process Operator



Customer of the process



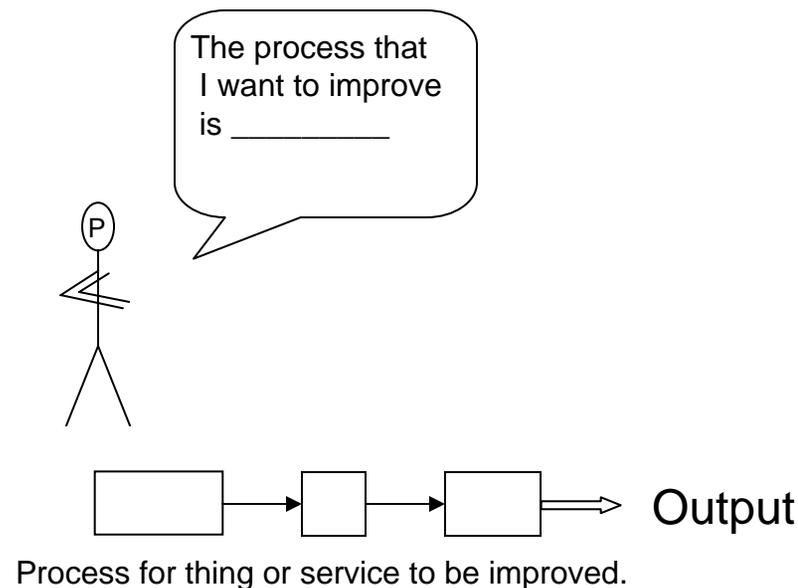
Leadership



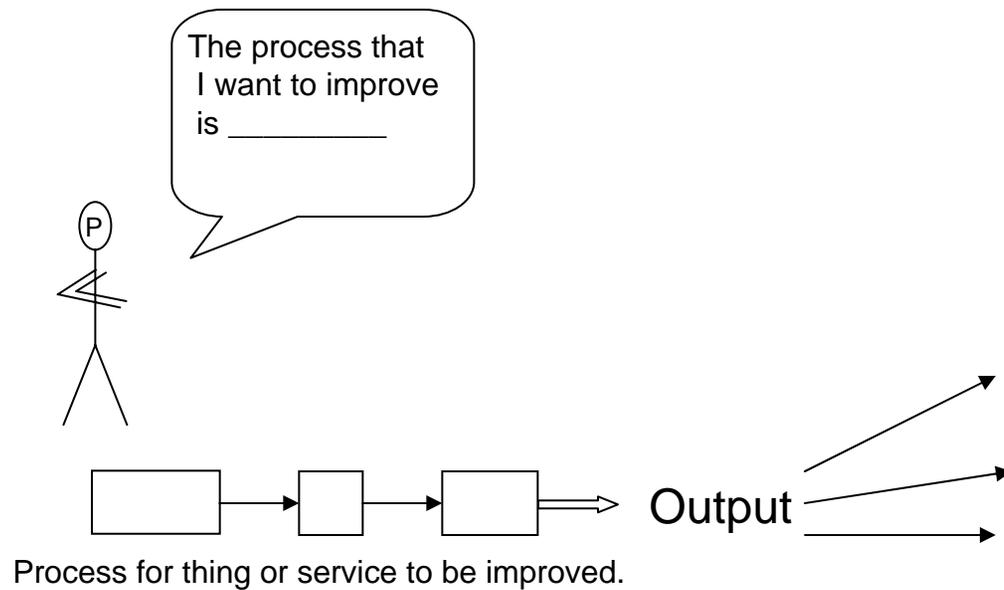
Anybody who is asked for help

Special thanks to
Cathy Kinney, Ph.D.

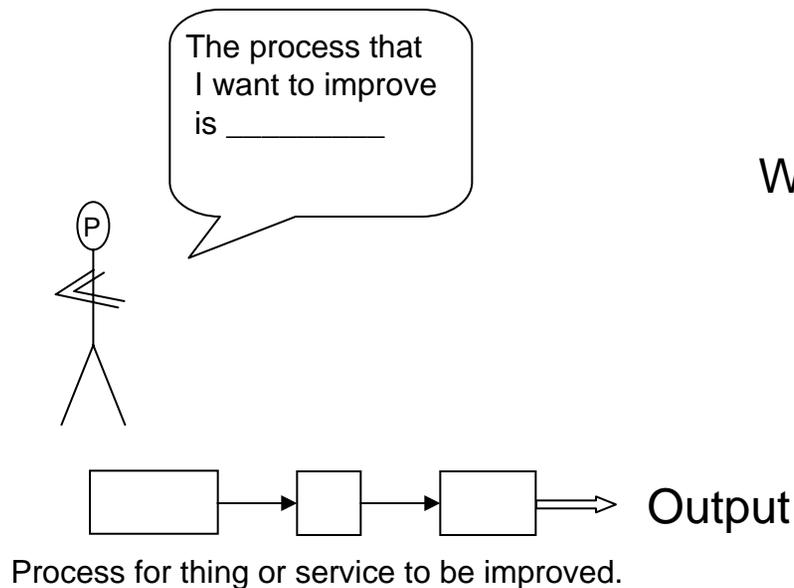
Determine the process(es) that you have major influence, that the customer cares about, and that supports the Aim of the Company. Try to involve the customer.



Determine the outputs of the process that you are interested in improving.



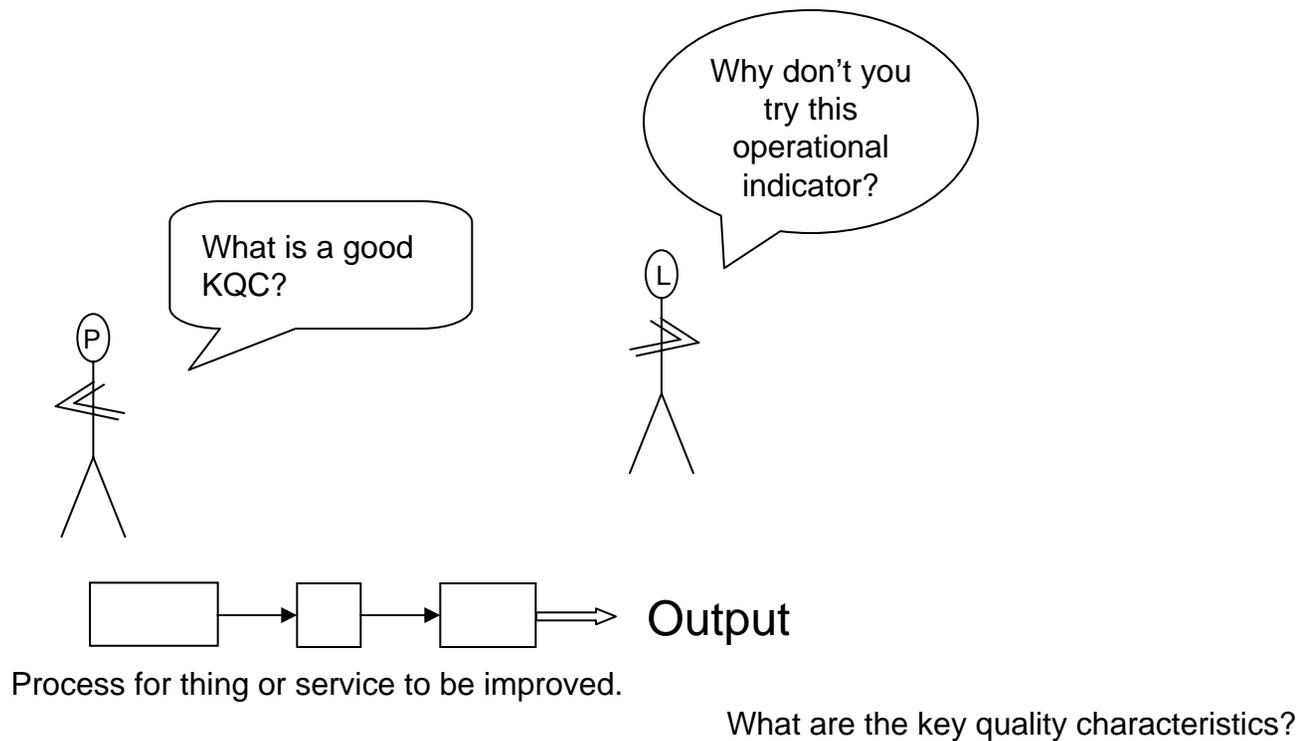
Pick a Quality Characteristic that represents level of quality. Try to involve the customer.



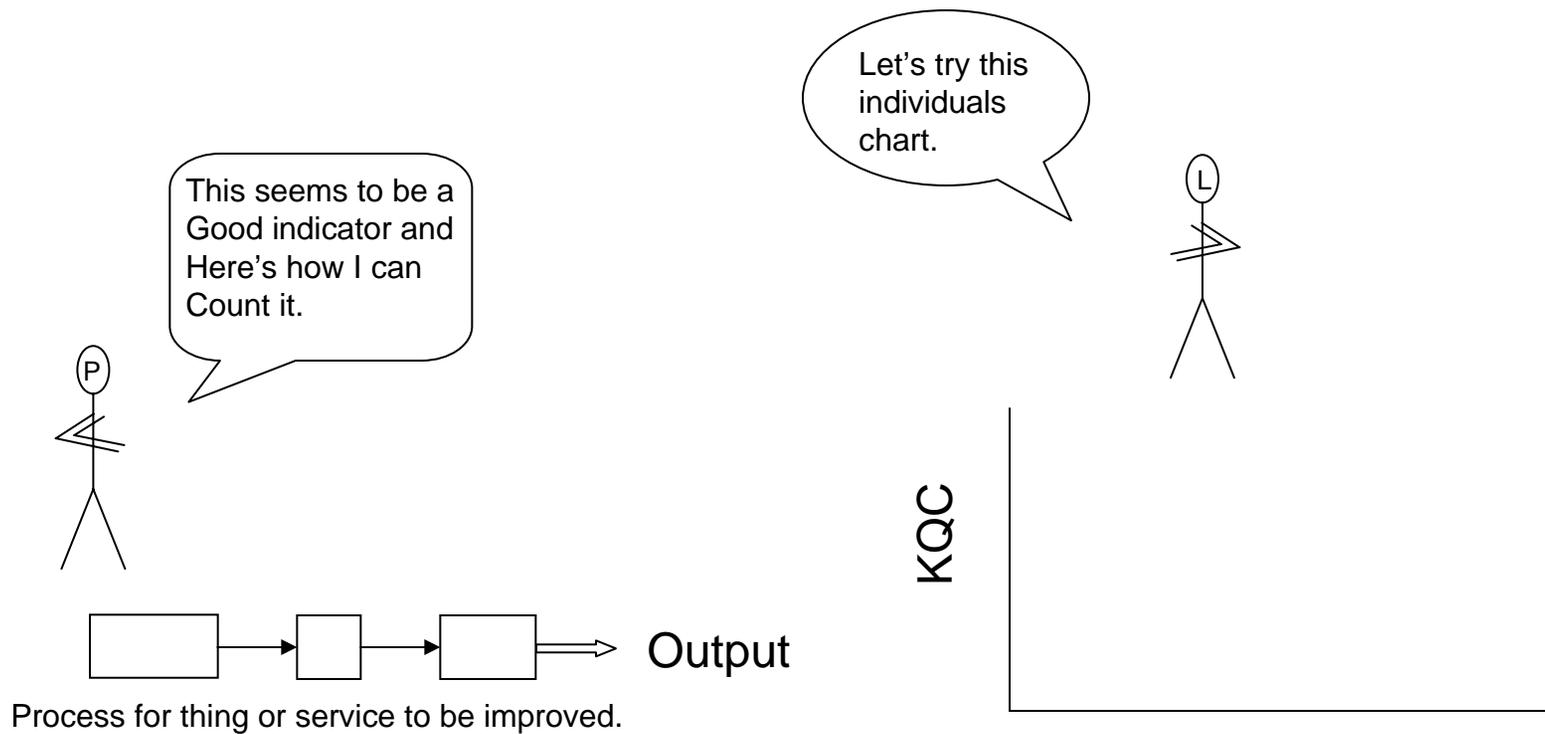
What are the key quality characteristics?

- On time delivery
- Gloss of paint
- Horsepower/RPM
- Shop hours to build
- On time delivery
- Sales

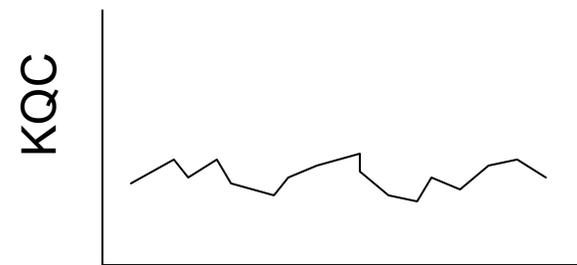
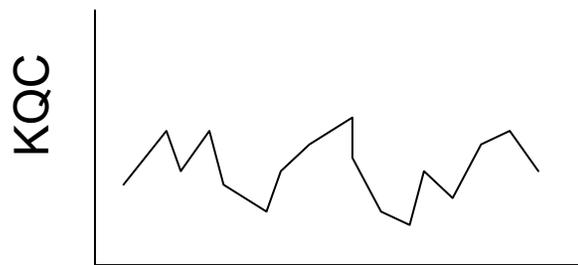
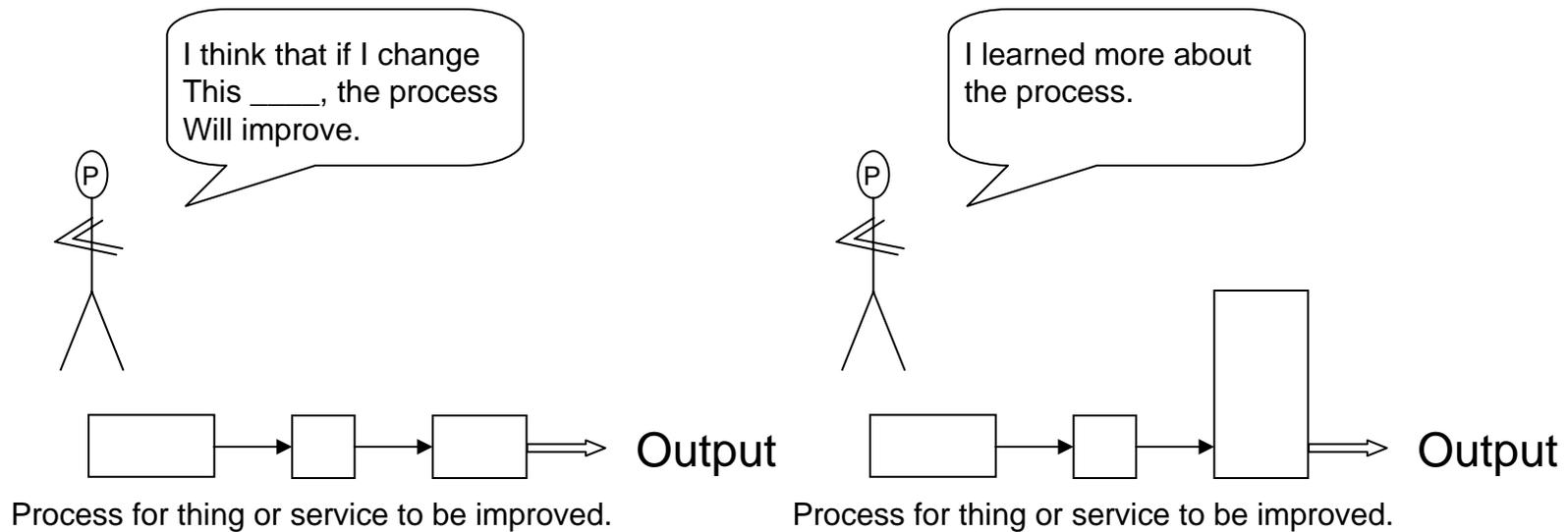
Leadership works with process operators to set up data collection for the quality characteristics that represent the process.



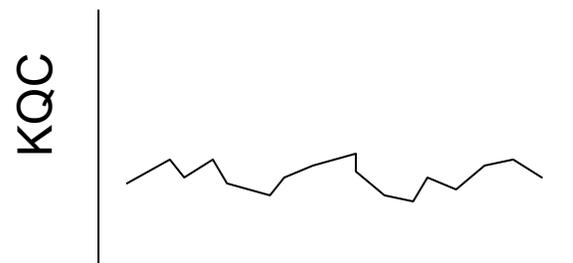
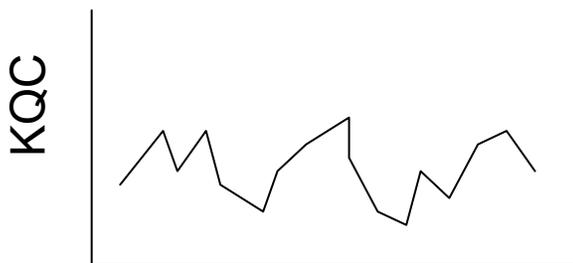
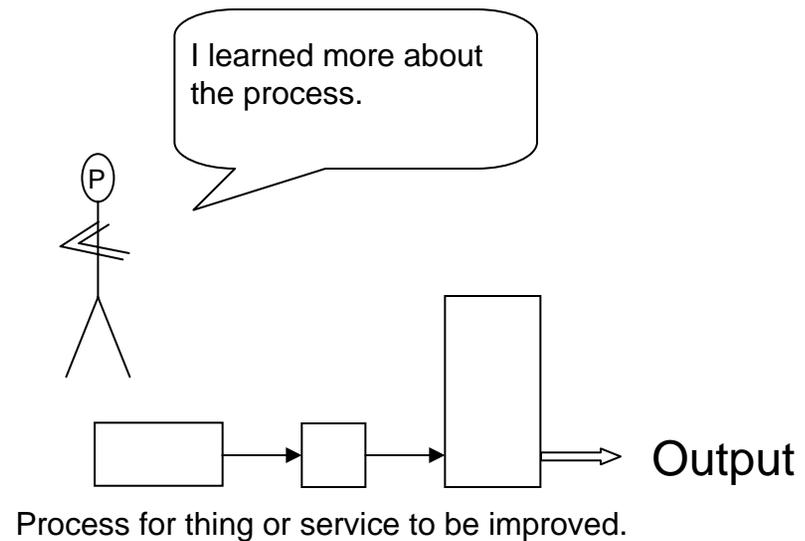
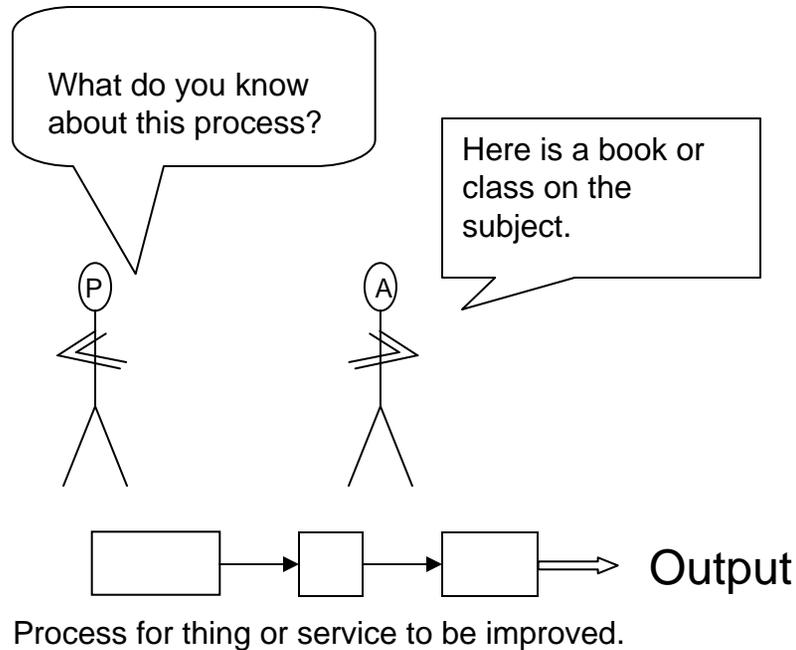
Leadership assists in setting up a data collection process.



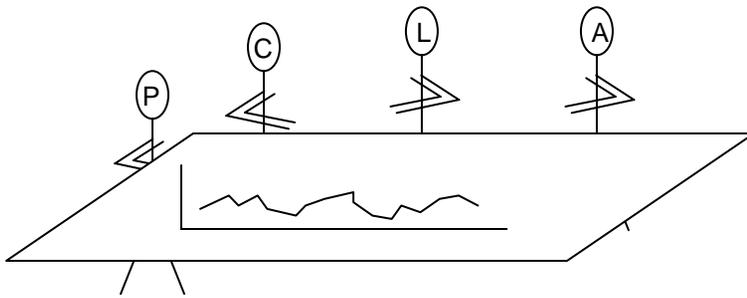
Process operator gets feedback from the process in the form of variation. Understanding of the output variation leads to the improvement of the process.



Process operator asks for help on how the process can be improved from any person and at any time or place.



Every month leadership and the process operator would get together along with other helpful people to review the progress and plan strategy for further improvement.



We sit on the same side of the table and ask “What can we do to learn more about this process?”

My job is to establish an
environment where people can
develop and grow.