Quality Discussions Help Improve Communication

Five Quality Discussions were held with Administrative Services employees during June. These meetings, hosted by Allen Simkins and other members of the Quality Council, were established to share information about Weber Quality Improvement (WQI) efforts. Discussion items included Quality Council activities, the Employee Survey Process, and the results of the survey.

These Quality Discussions, scheduled to be held every six months, are the brainchild of the Communication Subteam. This subteam was established last summer to recommend specific actions that could be implemented to help the division obtain good two-way communication about quality issues. The team has been successful in several areas.

- Established the Quality Improvement Newsletter which is published monthly and sent to every employee in the division.
- Communicated about the quality improvement resources available in the Stewart Library through the Quality Improvement Awareness meetings.
- Developed and organized Quality Discussions.
- Provided an avenue for quality-related questions to be answered through the Quality Improvement Newsletter and the Quality Support Office.
- Encouraged Quality Council members to meet periodically with staff to solicit questions and share information relating to quality activities.

The Communication Subteam members will continue to promote two-way communication about WQI efforts within the division. Members include Carol Gaskill, Stan Greenhalgh (leader), Craigie Hall, and Cherrie Nelson.

The Art of Communication

"It's a mistake to think we listen only with our ears. It's much more important to listen with the mind, the eyes, the body, and the heart. Unless you truly want to understand the other person, you'll never be able to listen."

-- Mark Herndon

Tool of the Month

Check Sheet

Purpose: To collect data.

Description: Check sheets are easy-to-understand forms used to answer the question: "How often are certain events happening?" The check sheet starts the process of translating opinions into facts.

<table>
<thead>
<tr>
<th>Error</th>
<th>May 1995</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipt missing</td>
<td>1</td>
<td>161</td>
</tr>
<tr>
<td>Signature missing</td>
<td>1</td>
<td>12</td>
</tr>
<tr>
<td>Incorrect total</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Information in wrong column</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Short change</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Itinerary missing</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>16</td>
<td>56</td>
</tr>
</tbody>
</table>

Procedure:
1. Identify data to be collected.
2. Determine time period during which data will be recorded.
3. List data categories in a column along the left side of the page. Put time intervals across the top.
4. Make sure that all recorders have the same understanding of the events to be recorded.
5. Place a mark on the check sheet each time the event occurs. Make certain the mark is placed in the column corresponding to the event and the date of its occurrence.
6. At the end of the time period, total the marks in the bottom row.
7. After a specified number of recording periods, total the check marks for all periods in the right column. Develop a graphical summary such as a histogram or Pareto diagram.

Application: This tool is often used to identify problem areas in a process and to prioritize improvement efforts.
New Team Sets Out to Improve Lost or Found Process

According to WSU Policy and Procedures Manual, the Lost or Found process hasn't been modified for over 10 years. The Lost or Found Policy, No. 5-36, was last updated 6 September 1984.

Those involved with this process believe that it's time for a change. "The current Lost or Found process is confusing," commented Lee Cassity. "Our customers deserve better accountability than we are providing with the current process. That's why we set up a team to tackle the problem."

Team Formation

The team was organized during May to analyze the process and identify opportunities for improvement. Members of the Lost or Found Team include:

- Wynn Wright, University Police (leader)
- Lisa Allen-Hogensen, University Police
- Debbie Kiernan, Student Services
- Marlene Peterson, University Police
- Tara Wade, University Police
- Roger Johnson, University Police (facilitator)
- Lee Cassity, University Police (mentor)

"From what I've seen so far, we definitely have some problems with this process and it definitely needs fixing for better customer service," commented Wynn Wright, leader of the newly-formed team.

Mission Statement

The team identified their mission during an orientation meeting. The goal of this team is to make the Lost or Found process more efficient and effective by:

- Improving Policy 5-36
- Improving the process that supports the policy
- Educating the users about the new process

The Lost or Found Team will meet about one hour every week and expects to submit recommendations for improvement to the President's Council prior to implementation. The team has targeted September 25 as the date they would like to have the project completed.

Team members received about 12 hours of training to help them get started on this improvement effort. Additional training will be provided on a just-in-time basis.

Miss the training?

Did you miss the Quality Improvement Awareness training? Make-up sessions during the next two months will be held in the Dee Events Center. Please reserve your spot by calling Janet Villaruel at extension 6004.

Mon., 31 July 1995  7 - 9 p.m.  Rich Lounge, DEC
Tues., 29 Aug. 1995  2 - 4 p.m.  Rich Lounge, DEC

Published by the Quality Support Office
Administrative Services Division
Weber State University
Please direct newsworthy items or questions to Cherrie Nelson, mail code 1006, or call extension 7496.