Quality Management Teams Chartered To Improve Teamwork and Processes

Seven Quality Management Teams (QMTs) are being established in Administrative Services to seek improvements in two areas:

1. **Teamwork**— Breaking down barriers between departments will help us better meet the needs of our customers.

2. **Process Performance**— Improving our critical processes will help us achieve our vision of becoming the university of choice by the year 2000.

These QMTs will be composed primarily of Administrative Services employees. However, most of the teams have at least one employee from outside the division to provide customer input. These teams will receive training during the next several months to help them better understand and be successful with this initiative.

The teams are being established in the following areas:

- Athletics
- Institutional Research/Reporting
- Facilities
- Public Safety
- Financial Services
- Service Enterprises
- Human Resources
- Public Safety
- Service Enterprises
- Human Resources

"The Strategic Planning findings, along with our continued understanding of Total Quality, have made it clear that we must continue to improve the services provided to our customers," commented Craige Hall. "Our QMTs are the next step in making this happen."

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### Tool of the Month

**Cause & Effect Diagram**

**Purpose:** To identify, explore, and display the possible causes of a specific problem or condition.

**Description:** The Cause and Effect Diagram displays the relationship between some "effect" and all the possible "causes."

**Procedure:**

1. Identify the causes of a specific problem or condition (usually through brainstorming).

2. Construct the actual Cause & Effect Diagram by:
   - Placing the problem statement in a box on the right.
   - Labeling each major cause category.
   - Placing the brainstormed ideas in the appropriate major categories.
   - For each cause ask, "Why does it happen?" and list responses as branches off the major causes.

3. Determine the most significant causes.

4. Prioritize the most likely causes in order of importance.

5. Test the number one choice to verify or disprove it.

**Application:** This is a good tool for identifying the factors that may contribute to a problem. It can also be used effectively to understand a process, identify areas for improvement, determine factors that influence quality, and to organize brainstorming ideas.
Test Your Knowledge About Quality!

ACROSS
1a. These need to be fulfilled for the customer.
2a. A chart used to rank causes from most significant to least significant.
3a. A graphical representation of the steps in a process.
4a. "______ defects" is a performance standard developed by Phil Crosby.
5a. Even though Deming gets most of the credit, this quality guru also helped Japan produce quality products.
6a. "Do it ______ the first time" is a phrase which means it is more cost-effective to take the necessary steps up front to ensure a product or service meets expectations.
7a. Someone who uses your product or service.
8a. This says we want to be the "University of choice by the year 2000."
9a. When it comes to quality, don’t forget to _______ your progress.
10a. A process in which an organization measures products, services, or processes against those of recognized leaders and then adapts the learnings to improve performance.

DOWN
1d. WQI.
2d. "______ makes a team work."
3d. Same thing as Cause & Effect Diagram.
4d. Japan has an award named after this quality guru.
5d. Quality Management Team

ANSWERS
There are two ways to get the answers to this crossword puzzle:
1. Check next month's Quality Newsletter.
2. Call extension 7496 or 6004 to obtain the answers.