

Quality Initiative Consulting

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There are many well-tested concepts and processes that will help shift an organization's emphasis from being busy with activities to focusing on applying quality thinking to all aspects of the organization's life—everything, from customer service to better supervision and leadership, including more readable financial reports and fiscal controls and improved standards for measuring how everything in the organization gets done. If something can be done faster, better, or cheaper, our job as consultants is to help the organization's leaders and employees figure out how and then make it work. To do this we most often:

- Help find examples of work processes that can be improved and facilitate the analysis and decision process that will make it possible for employees and leaders to make the necessary changes then measure and document the results.
- Provide explanations and examples of quality-oriented thinking, process analysis techniques, problem-solving and decision-making methods, continuous improvement practices, and team leadership styles that foster the success of quality initiatives.
- Consult with unit leaders to support the ideas of employees to make improvements in work processes that may have been problematic for a long time.
- Work hand-in-hand with employees to examine work processes, analyze their effectiveness and efficiency, and develop improvements that can save time and money.
- Consult in the creation or strengthening of leadership styles and attributes of the organization's working climate to support constantly improving quality in all aspects of the organization's work.
- Provide employee training in specific techniques for excellent customer service.
- Develop criteria and methods for monitoring, evaluating, and analyzing the effects of continuous improvement efforts.
- Create written materials that document the gains in quality achieved by the client organization.