



2018 Day of Quality Overview

GRQC is a collaborative network of organizations and individuals whose purpose is to stimulate and foster excellence in the products, services, and processes of all organizations and businesses in the community by sharing of resources, learning, and expertise in quality principles and practices.

Modeled after the United Way's Day of Caring, teams of process excellence professionals partner with local organizations for one-day engagements to help improve their processes.

By submitting your application to [Michele Hefferon](#) by **Monday, August 13th, you acknowledge that if you are selected to participate in the Day of Quality event, your organization is responsible for:**

- Choosing a project scoped for results that are achievable in one day.
 - This year we have additional resources available to help you!
- Partnering with your assigned facilitator to create your one-page project charter to set you up for success.
 - Your facilitator will contact you and walk you through the process.
 - We recommend that you connect by phone a few times.
- Participating in the virtual kickoff meeting, the Day of Quality event, and the Final Celebration.
 - Virtual Kick Off – **Tuesday, August 28th, 9:00-10:00 AM**
 - Day of Quality – **Thursday, October 4th, all day**
 - Final Celebration – **Thursday, October 18th, 2:00 – 4:00 PM**
- Identifying the following team members from your organization to participate:
 - A Leader who will talk to a GRQC Leader for about an hour on the Day of Quality about the goals for your organization and how GRQC can help you.
 - A Team Leader who can work with the team the entire day on the Day of Quality and takes responsibility for ensuring any action items from the event are completed.
 - A team from your organization comprised of the people who do the work in the process you want to improve. All team members are requested to stay for the entire day.
 - A team member or the leader who will present the solution and benefits from the Day of Quality during the Final Celebration on October 18.



2018 Day of Quality Application – Due 8/13/18

Organization name: Your name and title:	Application date: Your phone number:
Project name or the title of what you and your team want to work on:	
Project sponsor's name or the person who approves the project: Job Title:	Phone Number: Email:
Team leader (if different from the sponsor): Job Title:	Phone Number: Email:
Team members who will work on this project	Job titles
What is the <u>problem statement</u> or pain point with the process you are trying to change?	
Project goal (not a solution but a purpose for doing this effort such as greater accuracy, reduced work redundancy, or less time):	
Who are the customers of this process? Who gets the outputs of this process or gets the benefits from it?	
Benefits to customers:	
Anticipated business result (e.g. Improved outcomes, reduced cost, improved efficiency, greater accuracy, reduced work redundancy, less time):	
How did you hear about Day of Quality? (e.g. email, GRQC website, colleague, etc.)	

Please email the completed application form by Monday, August 13th to [Michele Hefferon](mailto:michele.hefferon@GreaterRochesterChamber.com) at michele.hefferon@GreaterRochesterChamber.com



How to Choose a Good Project

☐ Option 1 - Phone-a-friend

- These professionals are available by phone to help you choose an appropriate project:
 - Darlene Ryan – (585) 520-8871
 - Ginger Rinas – (585) 748-3503
 - Leslie Henckler – (585) 451-7677
- This professional is available to answer other questions you may have:
 - Carolyn Dobie – (585) 217-6584

☐ Option 2 – Free half-day class

- Free half-day class, *Introduction to Process Improvement* on Thursday, July 19th, 8:30am – 12pm at RIT’s John Hromi Center for Quality and Applied Statistics. Please register here at <https://www.rit.edu/kgcoe/cqas/new-introduction-process-improvement> by Monday, July 16, 2018.
- Learn how to identify and prioritize process problems, create a process problem statement that inspires attention and then practice some new tools to help identify possible solutions and create the desired change.
- Start your Day of Quality Application during the class.

☐ Option 3 - DIY

- Step 1: Choose your project using the following guidelines:

<i>Choose</i>	<i>Do not Choose</i>	<i>Why?</i>
Something that takes too long, costs too much, or negatively impacts your customer.		<ul style="list-style-type: none"> ▪ We define “problems” in terms of the outcomes you are looking for when all is said and done.
Something that happens daily.	Something that happens weekly, quarterly or yearly.	<ul style="list-style-type: none"> ▪ You will run several experiments on the Day of Quality to see if your change(s) works. If you choose something that happens once a year, you can only run one experiment a year!
A work process in your control to change.	Something that requires a technology change.	<ul style="list-style-type: none"> ▪ You may not be able to get the resources.
Something that impacts one or two departments.	Something that impacts too many departments.	<ul style="list-style-type: none"> ▪ It is likely too big of a project for the Day of Quality. ▪ For best results you need at least one person who “does the work” for each role in the process to attend the entire Day of Quality.
Something relatively small.	Something relatively big.	<ul style="list-style-type: none"> ▪ We want to observe the process, time it, analyze it, change it, try it the new way, figure out what worked and what did not, adjust, and document changes, all in one day!



- Step 2: Create your problem statement using one of these fill-in-the-blank options.
 - Each day the *<insert process name here>* process, takes *<insert number>* minutes and happens *<insert number>* times a day resulting in *<insert total>* minutes spent each day, and causing *<insert impacts to your organization, employees, customers>*. The target for the process is *<insert number>* minutes each day and improved *<results you want>*.
OR
 - Each day the *<insert process name here>* process, has *<insert number>* mistakes resulting in *<impact – put numbers here if you can>* each day, and causing *<insert impacts to your organization, employees, customers>*. The target for the process is *<insert number>* mistakes each day and improved *<results you want>*.
- Problem statement examples:
 - Each day two people on my team process in-coming mail. They each spend 30 minutes, two times a day, or a total of 120 minutes a day. This frustrates them, takes them away from doing XXX, and impacts customer service by XXXX. The target for the process is to reduce from 120 total minutes a day to a total of 60 minutes which will improve employee engagement and etc.
 - We use the Daily Appointment Process (*title*) for scheduling of customer meetings with our professionals. Each day, two people on my team process about 15-25 requests each for professional appointments which takes about 2 hours per day per employee. This is frustrating (*impact*) because much time is spent requesting time-slot availability from our professional staff or confirming that the time selected will work. This impacts customer satisfaction because of the time required to set up the appointment and affects employees because of the waiting time when people do not respond. Our goal (*goal or benefit—not a detailed solution*) is to reduce this effort from 4 total hours per day to 2 total hours per day and to schedule each request within one calendar day.