**2024 Day of Quality Application**

**Overview**The **Greater Rochester Quality Council** is a collaborative network of organizations and individuals whose purpose is to help **area organizations achieve sustained performance excellence** by helping their **leaders and teams learn and adopt best practices in improvement processes and organizational culture.** We offer a broad range of easy-to-access services to meet the needs of all organizations, regardless of size, sector, or experience with continuous improvement.

Modeled after the United Way's Day of Caring, **Day of Quality matches process excellence professionals with local organizations for one-day engagements to help improve their processes.** The Day of Quality is a **free service** offered by GRQC and community volunteers to any Greater Rochester organization.

**How to Apply**To apply as a participant, **submit the attached application (page 4) by Friday, March 15,** toGRQC at**DOQ@grqc.org****.**

Any small business or nonprofit is eligible to participate. You can work with your project team to decide which date works better for your organization and volunteer team for Day of Quality: **Thursday, April 18, or Wednesday, April 24.**

**Choosing a Project for Day of Quality**

The **best projects for Day of Quality** are based on operational processes that your organization performs very often—perhaps on a daily basis. GRQC will provide a team of experienced quality professionals who will partner with you to identify ways to improve your process and implement as many improvements as possible - in one day. Interested, but not sure what process to select? Call us, and a volunteer can help you scope a project.

**Expectations & Timeline**

Here’s an overview of what happens after you apply and select your Day of Quality date.

* After submitting your application, work with the Day of Quality Committee and your assigned volunteer Quality Professional Facilitator to **refine your application as needed.** Work with the Quality Professional Facilitator, to **collect background materials and identify data to be collected and used on the Day of Quality.**
* **Identify and invite members from your organization to participate** in Day of Quality (see below).
* **April 11: Program Kick Off** (Virtual) to learn more about the Program and meet your assigned Quality Professionals Volunteer Team.
* **April 18 or 24**: **Day of Quality!** Work with your assigned Quality Professional Team, and your organization’s change team on your project outlined in the Problem Statement. Day of Quality is recommended to be in person.
* **July/August 2024**, **Program Celebration** (Date TBD, In-person) Celebrate your team’s accomplishments and progress made with the community!
* **November 2024:** Tentative **Follow-Up Session** (Virtual) to present an update on your project implementation.

**We’re here to help!**
We love Day of Quality! Contact one of our dedicated Day of Quality Committee Members with any questions:

Email us: DOQ@grqc.org |Michael Lookup (585) 506-6779 | Carrie Carl (585) 202-3287 | Lori Cohen (585) 737-8441 | Lynn Hettel (585) 750-8160 |Amber Ramerman (716) 400-4796

**Day of Quality Organization Team Members**

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| --- | --- |
| **Title** | **Role Description** |
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| **Project Sponsor**  | 1) Meet with your Team Leader (below), and a Day of Quality Committee Member to review your Application for about 30 minutes and assess your project’s appropriateness for the Day of Quality. 2) Meet with your Team Leader, and your assigned Day of Quality GRQC Volunteer Facilitator for approximately an hour about your organization and refine your one-page application and any pre-work (if needed).3) Support your Team Lead & Members as they prepare for Day of Quality (as needed) 4) Celebrate your organization’s engagement in Day of Quality (e.g., join the Kick-Off and Celebration events, announce your organization’s participation at an All Staff meeting & on social media, etc.) |
| **Team Leader** | 1) Submit your Team’s Application 2) With your Project Sponsor, and your assigned Day of Quality Volunteer Facilitator for approximately an hour about your organization and refine your one-page application and any pre-work (if needed).3) Invite & engage additional Team Members from your organization to participate 4) Gather any data or pre-work to inform Day of Quality (as needed) 4) Work with you team & the team of volunteers, for the entire day on the Day of Quality and take responsibility for ensuring any action items from the event are completed. 5) Co-present (with your Team Members) the process improvements and benefits at the Day of Quality Celebration event. |
| **Team Members** | Your Day of Quality Team members are comprised of the people who perform the work within the process you want to improve. All team members are expected to stay for the entire day. Members are encouraged to attend the Kickoff, Celebration and Follow-up Session.  |

*\*Note: Sponsors & Team Leads may be the same individual depending on the size of your organization*

**Defining Your Day of Quality Project Problem Statement**

In describing your project on the Application, please **do not provide solutions**—solutions will be identified during the Day of Quality. Instead, if you have a goal for the process, explain that and we will work together to determine if the process can be improved to meet your goals.

**Considerations for choosing a process to be worked include:**

* **Definition** — A process is something that takes inputs, changes them and then produces an output for your customer (either inside or external to your organization).
* **Process Pain Points** — Choose a process that takes too much time, money, resources or does not satisfy your customer.
* **Process Scope** — The process must have a distinct starting point and ending point—processes that span too many departments or teams within your organization can be large and hard to organize for one day’s effort (it is helpful to list what is “in” and “out” of scope).
* **Process Scale** — Scales refers to which product lines, locations, customer segments, or other factors are to be the focus of the improvement initiative (it is helpful to list what is “in” and “out” of scale).
* **Process Understanding** — We need to measure the current state of the process, analyze the root causes of the problem, develop some solutions and discuss the leading solutions thoroughly—we have one day to accomplish all these steps.
* **Ability to Change** — You must have the ability to make the changes that are within your control—generally technology or budgetary changes can require more intense effort and scrutiny and may not be appropriate for a one-day project.

**Create your problem statement using this fill-in-the-blank template:**We have a <insert process name here> process to <describe what process is intended to do>. The process starts <identify the process starting point> and ends <describe the process ending point>. The scope does not include <list process steps outside the focus of the improvement initiative>. The process as performing is not meeting our needs. <Quantify how the process is not meeting your needs compared to a desired goal>. The goal of the project is to <describe project goal> resulting in <describe benefit>. The scale of the improvement effort includes <list> and excludes <list>.

**Sample Problem Statements:**

*“We have an Accounts Payable Process to pay outstanding invoices each day. The process starts when the employee asks for a bill to be paid and ends when the check is sent. The scope excludes invoice preparation and check deposits. The process as performing is not meeting our needs. It takes an employee about 2 hours per day to gather the information needed to pay the invoice correctly versus a goal of 1 hour. The goal of the project is to reduce the time required to collect the required input to prepare for payment to 1 hour per day, resulting in 30 hours less time per month. The scale of the improvement effort includes invoices from the western region only and excludes other regions of the state.”*

*“We use the Daily Appointment Process for scheduling of customer meetings with our professionals. The process starts when a meeting is requested and is completed when the meeting is successfully scheduled. The scope excludes making calendar updates at the start of each day. The process as performing is not meeting our needs. Each day, two people on my team process about 15-25 requests per person for professional appointments which takes about 2 hours per day per employee versus a goal of 1 hour per day per person. This impacts customer satisfaction because of the time required to set up the appointment and affects employees because of the waiting time involved. Our goal is to reduce the time required to successfully complete the booking of these meetings to 1 hour per person per day, saving 60 hours work time per month, while not increasing the number of staff people to do this. The scale of the improvement effort includes customer-requested meetings only and excludes meetings requested by our professionals.”*

**2024 Day of Quality Application**

**DUE: Friday, March 15, 2024, via email to** **DOQ@GRQC.org**

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| **Organization Name** | **Application Date**  |
| **Are you a member of GRQC? \_\_\_YES \_\_\_NO, please send me information \_\_\_NO, we are not interested at this time.**  |
| **Project Name *(the title of the process you’re trying to address is usually best):*** |
| **TEAM MEMBERS** |
| **Project Sponsor Name:** (If different from Submitter, *the person who manages the process and is accountable for the results of the process)***Job Title:**  | **Sponsor Phone Number:** **Email:**  |
| **Team Leader** *(if different from the sponsor):* **Job Title:** | **Team Leader Phone Number:** **Email:**  |
| **Team Members who will attend the full, one-day meeting and work on this project** | **Job Title** |
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| **ABOUT YOUR PROJECT** |
| **What is the problem statement and project goal? *(use the “fill-in-the-blank” template provided above)*** |
| **Who are the customers of this process? *(Who gets the outputs of this process or gets the benefits from it?):*** |
| **Benefits to the process 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.)*** |