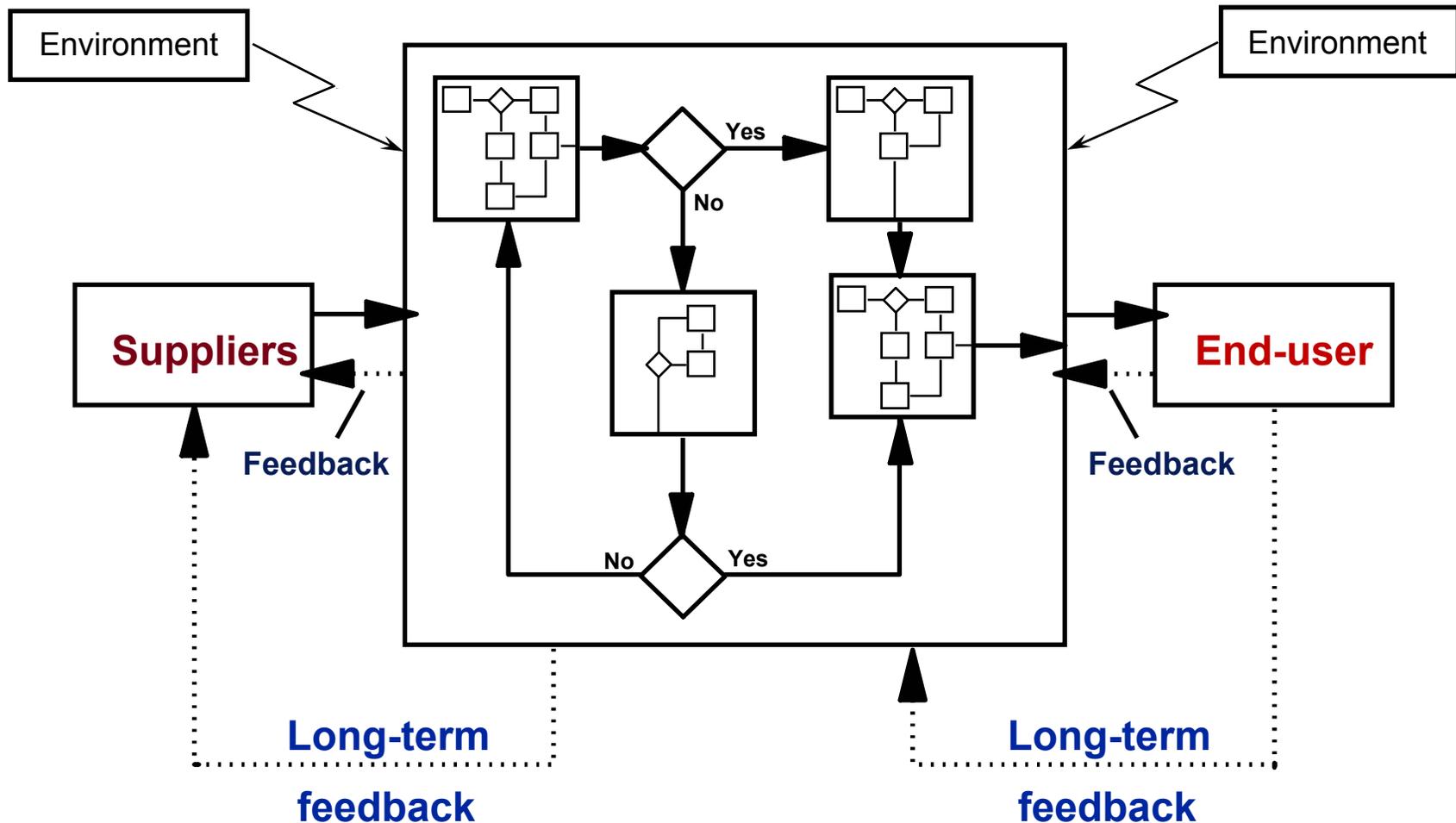


# Course Summary

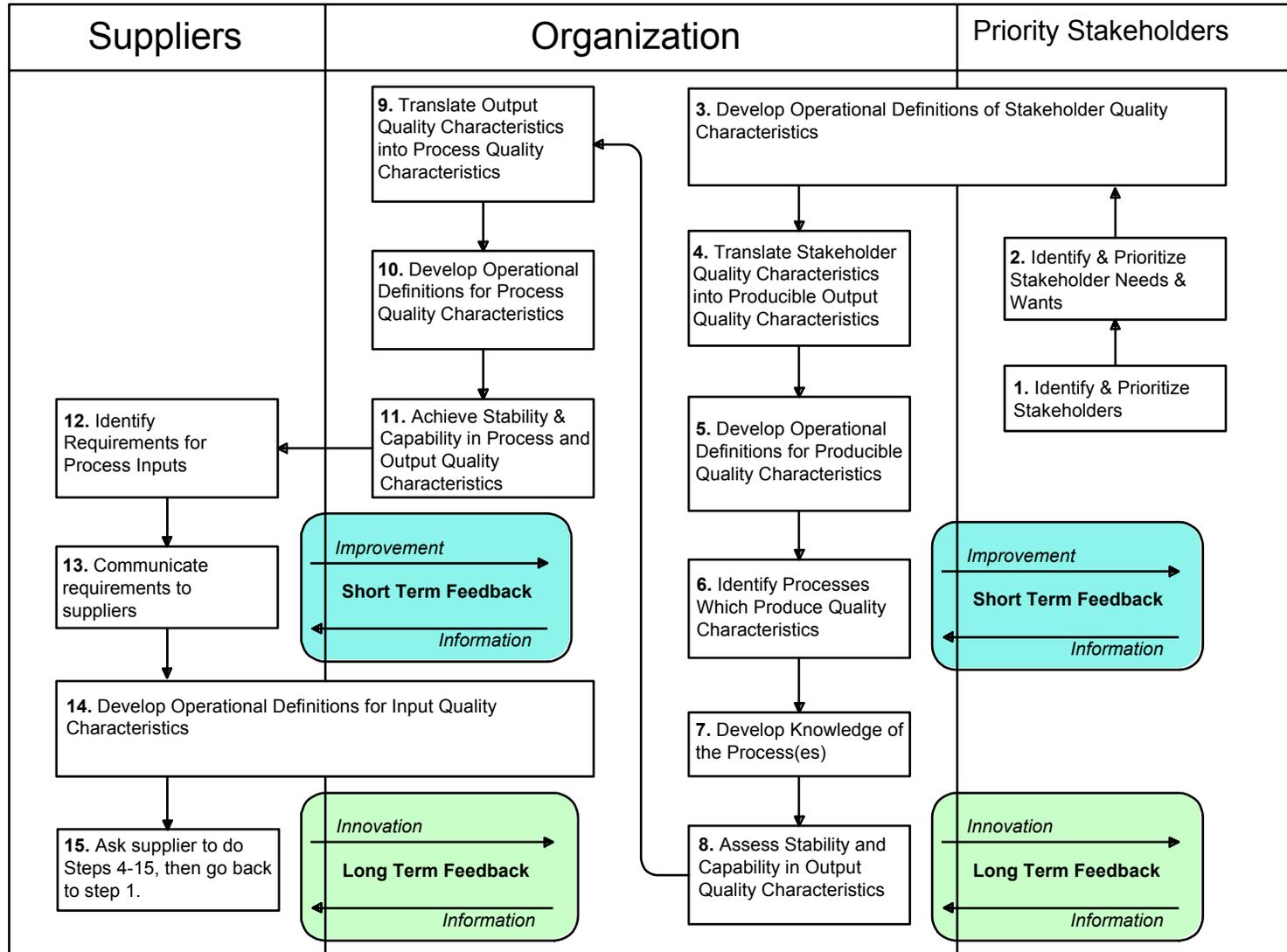
# Course Objectives

- ❑ **To prepare Quality Advisors to help an organization optimize the performance of its extended systems**
- ❑ **To prepare Quality Advisors to guide an organization in the activities required to improve processes**

# The Extended System



# Systems Approach to Process Improvement Model



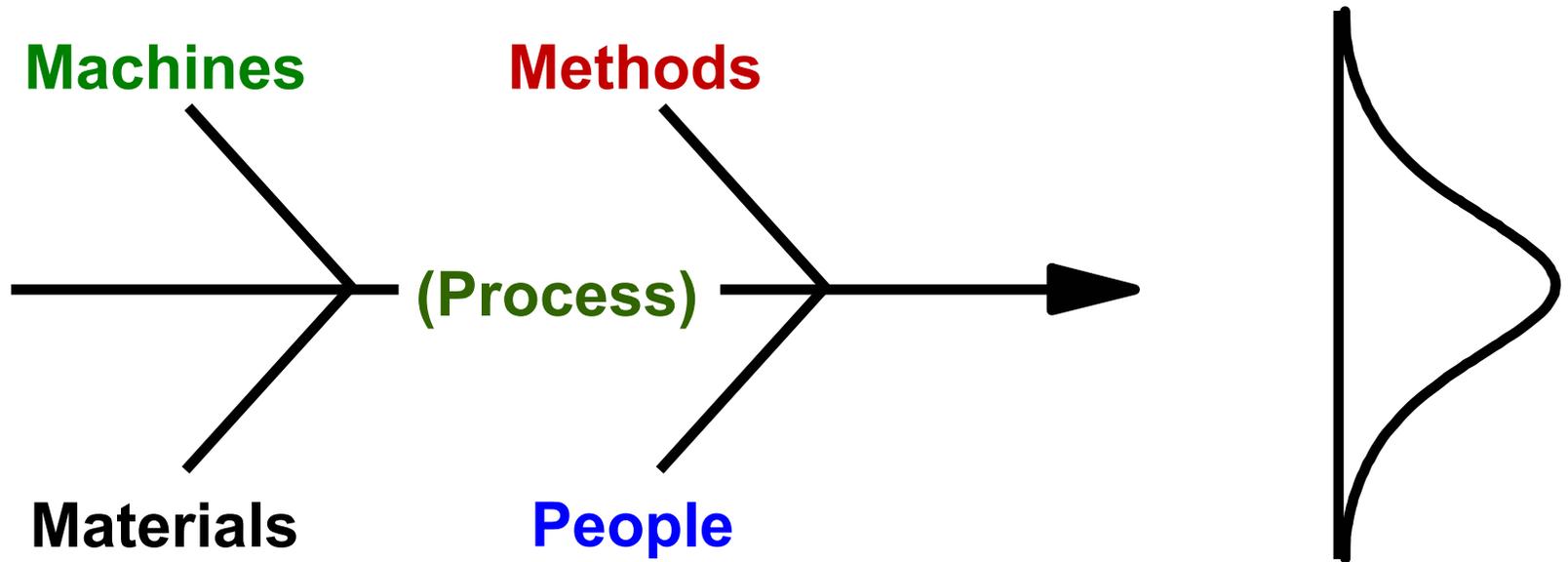
# Important Concepts

- ❑ **1. Stakeholder requirements**
- ❑ **2. Improving organizational processes**
- ❑ **3. Clear and accurate communication**
- ❑ **4. Measurement**

# Stakeholder Requirements

- **Quality depends on the contributions of all significant stakeholders:**
  - ↕ **End-users**
  - ↕ **Sponsors**
  - ↕ **Legislators**
  - ↕ **Constituents**
  - ↕ **Regulators**
  - ↕ **Employees**

# Improving Organizational Processes



# Clear and Accurate Communication

- **Increased interaction with stakeholders**
- **Use of operational definitions**

# Measurement

- ❑ **Gauge for improvement**
- ❑ **Tools depict signals of performance**
- ❑ **“How would they know?”**

# Conclusions

- ❑ **Use tools within a systems context**
- ❑ **Understand your organization's processes**
- ❑ **Plan for the future**