

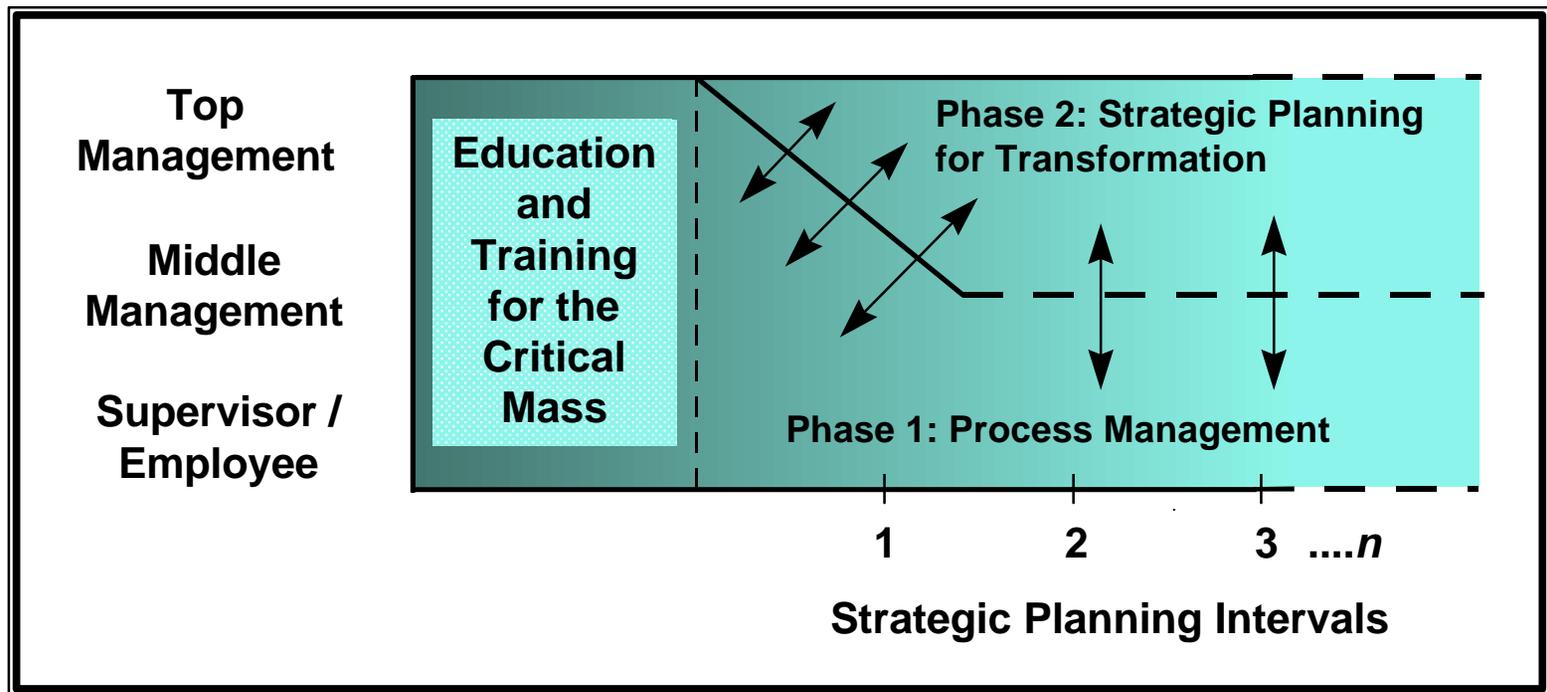
Implementing Total Quality Leadership

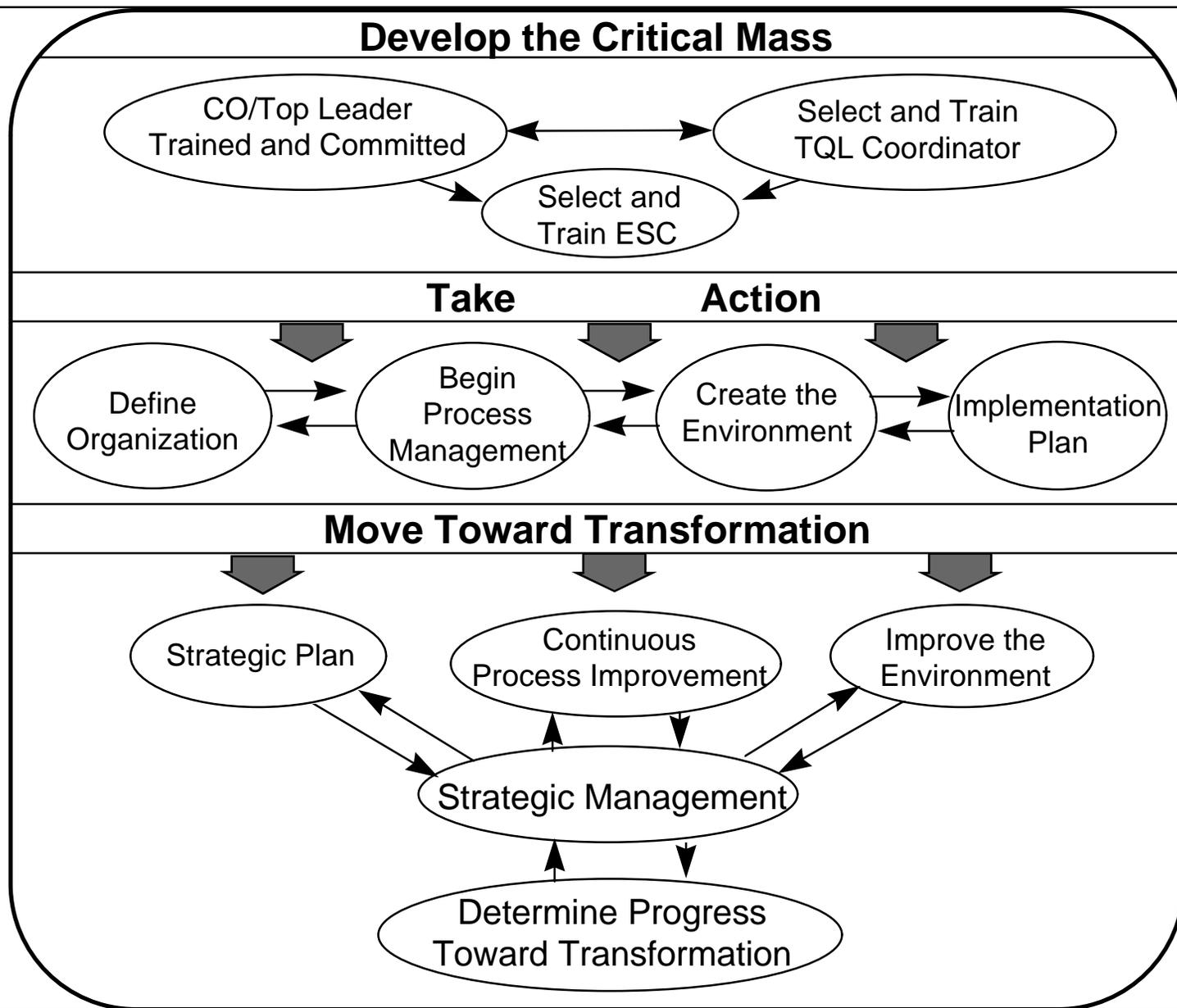
Lesson Two: DON Unit TQL Implementation Approach

Objectives

- λ **Identify the elements in the DoN TQL unit implementation approach**
- λ **Describe the relationship among the elements of the model**
- λ **Describe the DoN two-phased approach to implementing TQL**

Two-Phased Approach





The Unit Implementation Approach...

- λ **Blueprint for planned organizational change**
- λ **Is not a cookbook or checklist**
- λ **Has a logical sequence**
- λ **Should be implemented from top to bottom**

The Unit Implementation Approach...

- λ **Elements may be simultaneously executed**
- λ **Elements with a beginning, but no end**
- λ **A different pace in each organization**

Establish a Critical Mass

- λ **Top leader trained and committed**
- λ **Select and train the TQL coordinator**
- λ **Select and train the ESC**

Take Actions

- λ **Define the organization**
- λ **Create the environment**
- λ **Begin process management**
- λ **Develop an implementation plan**

Move Toward Transformation

- λ **Begin initial strategic planning**
- λ **Promote continuous process improvement**
- λ **Improve the environment**
- λ **Promote strategic management**
- λ **Determine progress toward transformation**

Summary

- λ **The TQL implementation approach adopted by the DoN is a two-phase approach**
- λ **Each organization adopts the approach to meet individual organizational needs**
- λ **Initial efforts will involve developing the critical mass**
- λ **The action phase of initial efforts will involve establishing the foundations for transformation**
- λ **The second phase of implementation involves actions designed to expand transformation efforts to the whole organization**