

Implementing Total Quality Leadership

Lesson Five

Prepare the TQL Coordinator

***I then see the person as a
conduit for organizational
energy, as the place where
sufficient resources meet to
make something happen***

Meg Wheatley

Objectives

- λ **Describe criteria for selection of a TQL coordinator**
- λ **Describe the role of the coordinator**
- λ **Describe the working relationship between the coordinator and top leaders in the organization**

Roles and Responsibilities of the Total Quality Leadership Coordinator

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Assist Leaders with the Transformation	Acquire Profound Knowledge	Attend Required DON training Assist ESC in Developing Profound Knowledge Encourage Teamwork Teach Plan Do Check Act
	Act as an internal Consultant	Advise Top Leaders Work Towards Development of Critical Mass Assist in the identification of impediments to change
Establishment of Process Management	Aid in Process Mgmt.	Assist ESC with developing an implementation plan Help ESC develop Mission Assist in identification of Significant Processes Provide selection criteria for pilot projects Help identify, charter and train QMBs Help identify common causes Coordinate Quality Staff
	Provide Document.	Publicize TQL Efforts Network with Others
Aid in Establishing A Quality Environment	Education & Training	Educate/train top leadership Help ESC with E & T Plan Provide for command E & T Monitor E & T for improvement
	Assist Organization change	Advise on assessment tools Help apply the 14 points Help leaders take action

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**Acquire
Profound
Knowledge**

Attend Required DON Training

Assist ESC in Developing Profound Knowledge

Encourage Teamwork

Teach Plan Do Check Act Cycle

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Act as an Internal Consultant	Advise top leader Work towards development of critical mass Assist in the identification of impediments to change
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Aid in Process Management

Assist ESC with developing an implementation plan

Help ESC develop a mission statement

Assist in identification of significant processes

Provide selection criteria for pilot projects

Help identify, charter, and train QMBs

Coordinate Quality staff

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Provide Documentation	Publicize TQL Efforts Network with Others
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Assist Organizational Change	<p>Advise on assessment tools</p> <p>Help apply the 14 Points</p> <p>Help leaders take action</p>				
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TQL Coordinator's Relationship with Top Leader

λ **Advisor**

λ **Trainer**

λ **Encourager**

TQL Coordinator's Relationship with ESC

- λ **Advisor**
- λ **Facilitator**
- λ **Trainer**
- λ **Administrator**

TQL Coordinator Selection Criteria

- λ **Prior TQL experience helpful**
- λ **Not too junior to ESC members**
- λ **Noted for credibility**
- λ **Top performer**
- λ **Enthusiastic / self-starter**
- λ **Team player**
- λ **Good communication / presentation skills**

Summary

- λ **The TQL coordinator is the internal consultant to the top leaders in the organization.**
- λ **The TQL coordinator trains the top leaders and advises them on implementation and process management activities.**
- λ **An effective coordinator has credibility, is a team player, is a self-starter, and works well with top leaders.**