

Motivational Quality

$$(MF = (B/C) * B_1 * C_1 * W_1)$$

1. **Cost - Schedule – Quality –Pick 2 of the 3**
 - Chart that shows: **Cost - Schedule – Quality –Pick 2**
 - **Most line organizations would pick Cost and Schedule**
 - ❖ Costs are important to all businesses
 - ❖ In today's world things have to be done in a timely manner or the Predator Competitor will hang us out to dry.
2. So where have we in Quality gone wrong? Why don't folks pick Quality first?
3. They are not motivated to employ the quality controls and tools that are available.
4. So what's this motivation thing all about? Motiv Ation "Move to Action"
5. There are 2 Types of Motivation of course – Positive and Negative - We're talking about the good kind.
6. I used to provide Motivational Training to companies and I got really interested in it and being an Engineer, I thought it could be reduced to a formula.
 - ❖ Newton's Second Law of Motion $F = MA$
 - ❖ **Motivational Formula** $M_F = (B/C) * E_1 * E_2 * E_3$
7. So why aren't folks motivated to seek out Quality first?
8. They don't see the **Benefits** or they don't see enough benefits
 - Nits Words Hypothetical Events Barriers
 - Barriers
 - ❖ Do over Procedures Negative Input
 - Not a Team Player
 - ❖ Nay-Sayers Not in Tune with the Organizational Objectives
9. The **costs** are too high to do all of the things that Quality wants to do
 - ❖ Too many people Too many inspections Too many procedures
10. I don't **believe** that we will get the perceived benefits
 - ❖ You haven't convinced me. Based upon history why should I believe you?
11. We **can't** do all of the things that Quality wants us to do.
12. We just don't **want** to do it.
13. What can we do to turn things around?
 - Set goals or objectives to improve the quality while holding or reducing costs and schedules without neglecting our organizational oversight responsibility.
 - Track and communicate benefits as they are achieved.
 - Identify costs for rework or waste.
 - Demonstrate we can do a quality job as well as achieve costs and schedules.
 - Build a dream and then ask if that is something that should be achieved and then achieve it.
 - Track Prevention and Correction Costs and Scheduler impacts, and Quality
 - ❖ GE Study \$5 vs. \$1
 - ❖ Give Recognition for good Quality practices
14. If you do some or all of these things, folks might pick Quality in the top 2.
15. Questions or Comments?

SOME STORIES

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1993 - .03 Sec

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$M_f = (B/C) (E_G * E_C * E_W)$

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Success = X+Y+Z (Einstein)

ZZZ

HJKLMNO

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ASQ present

NV 2005

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