

**SACRS** 2019 SPRING  
CONFERENCE

**MAY 7-10**

RESORT AT SQUAW CREEK • LAKE TAHOE, CA



# Blowing up the Clown & Redefining the Quality Paradigm

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## Agenda

- A Story of Jack in the Box
- Redefining Quality: a Discussion
- Establishing a Culture of Quality
- Five Steps for Continual Improvement

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# A Story of Jack in the Box





## Redefining Quality: a Discussion

- How do you Define Quality?
  - Characteristics?
  - Outcome/Results?
  - Perception?



## Redefining Quality: a Discussion

- What methods are you using to ensure quality?
  - Share what is not working.
  - Share what is working.
- What gets in the way?

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# Establishing a Culture of Quality





## Establishing a Culture of Quality

- Begins at the Top
  - Communicate Quality as a Value
  - Define what Quality Means
  - Demonstrate Quality
  - Support Quality Initiatives



## Five Steps for Continual Improvement







# Five Steps for Continual Improvement

## Step One

### Communicate Expectations

- Specific
- **M**easurable
- **A**ttainable
- **R**elevant
- **T**imely



# Five Steps for Continual Improvement

## Step Two

### Empower & Equip

#### Training & Development

- E Learning
- Classroom
- Self-paced Study
- OTJ/One-on-One



# Five Steps for Continual Improvement

## Step Three

### Evaluate

Establish a System of Evaluation  
& Feedback

- Hawthorne Effect
- Monitor/Observe (behaviors)
- Audit /Measure (final product)

# Five Steps for Continual Improvement

**Step Three, continued** – Provide Continual Feedback

```
graph TD; A[Step Three, continued – Provide Continual Feedback] --> B[Daily]; B --> C[Weekly]; C --> D[Monthly];
```

Daily

Weekly

Monthly

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# Five Steps for Continual Improvement

## **Step Four**

**Support & Accountability**



# Five Steps for Continual Improvement

## **Step Five**

Reinforce & Reward

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## Take-a-Ways

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