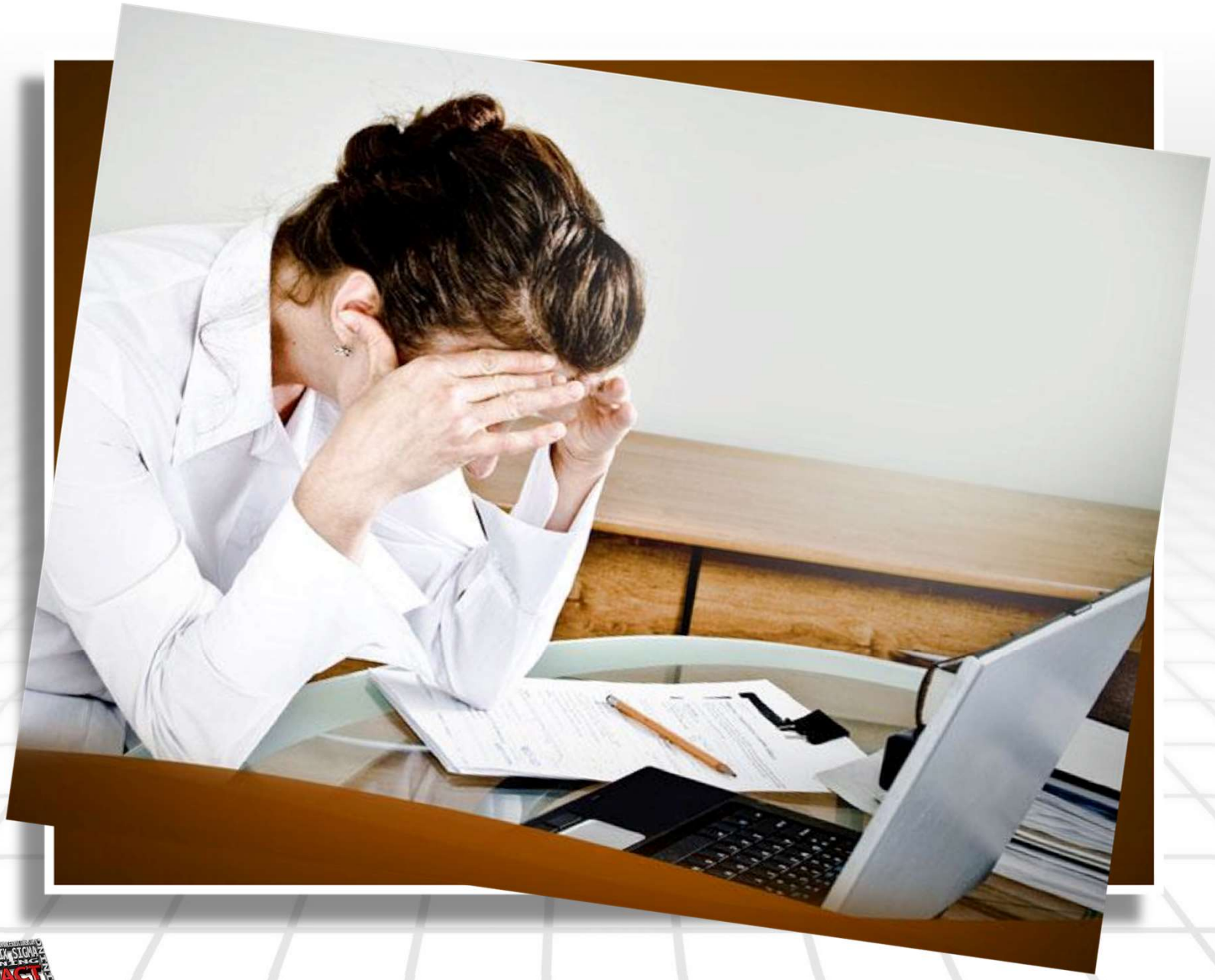
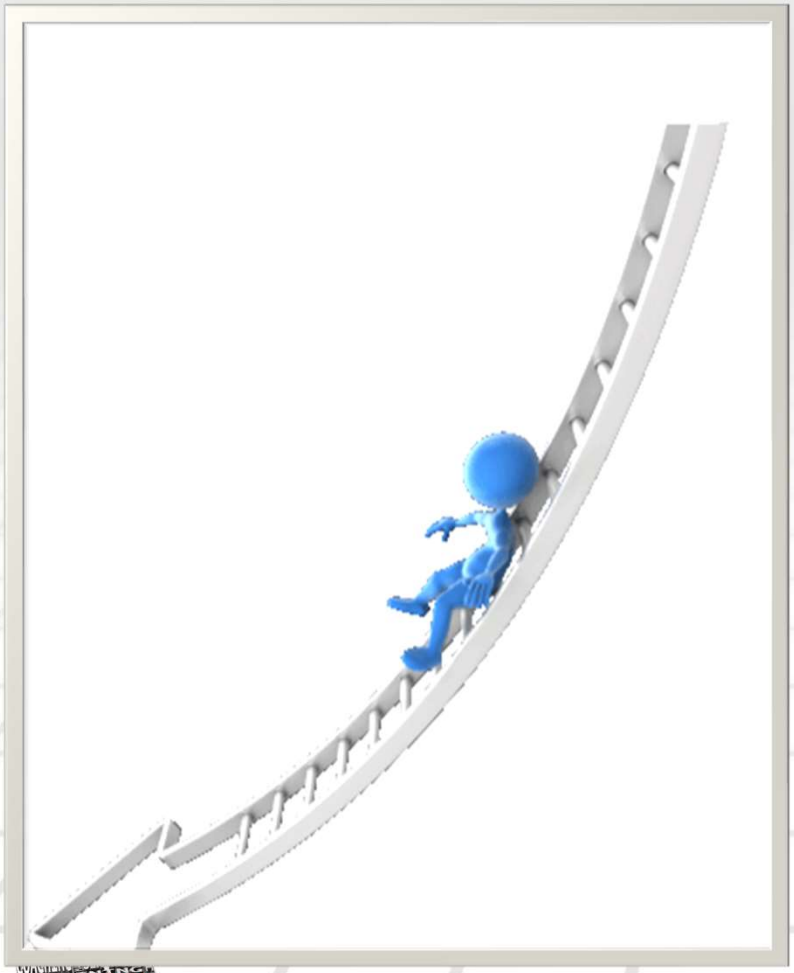
Achieving Personal Goals Through Quality

ICQEM20



What Stops Us From Succeeding?



1. Not knowing specifically what we want
2. Not understanding where we are and what got us here
3. Not having a plan for change
4. Lack of accountability in execution

Direction

Mission statement

Vision statement

Vision Board

Values

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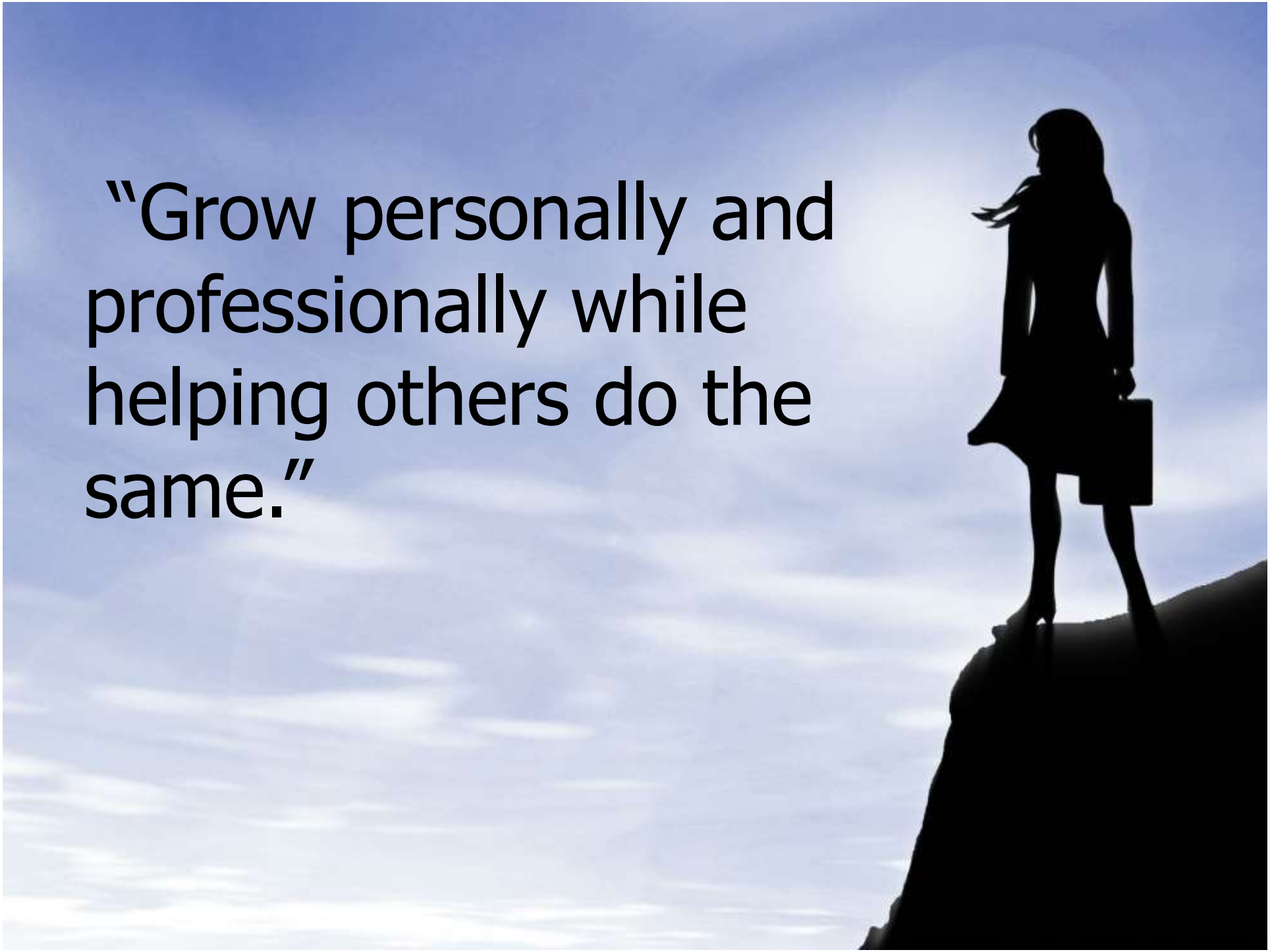
Vision Board

Values


"Grow personally and professionally while helping others do the same."

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"….I will have a Master's Degree and surround myself with at least five friends or colleagues who represent the life I see myself living including those that represent financial freedom and compassion…."

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Guiding Personal Principles

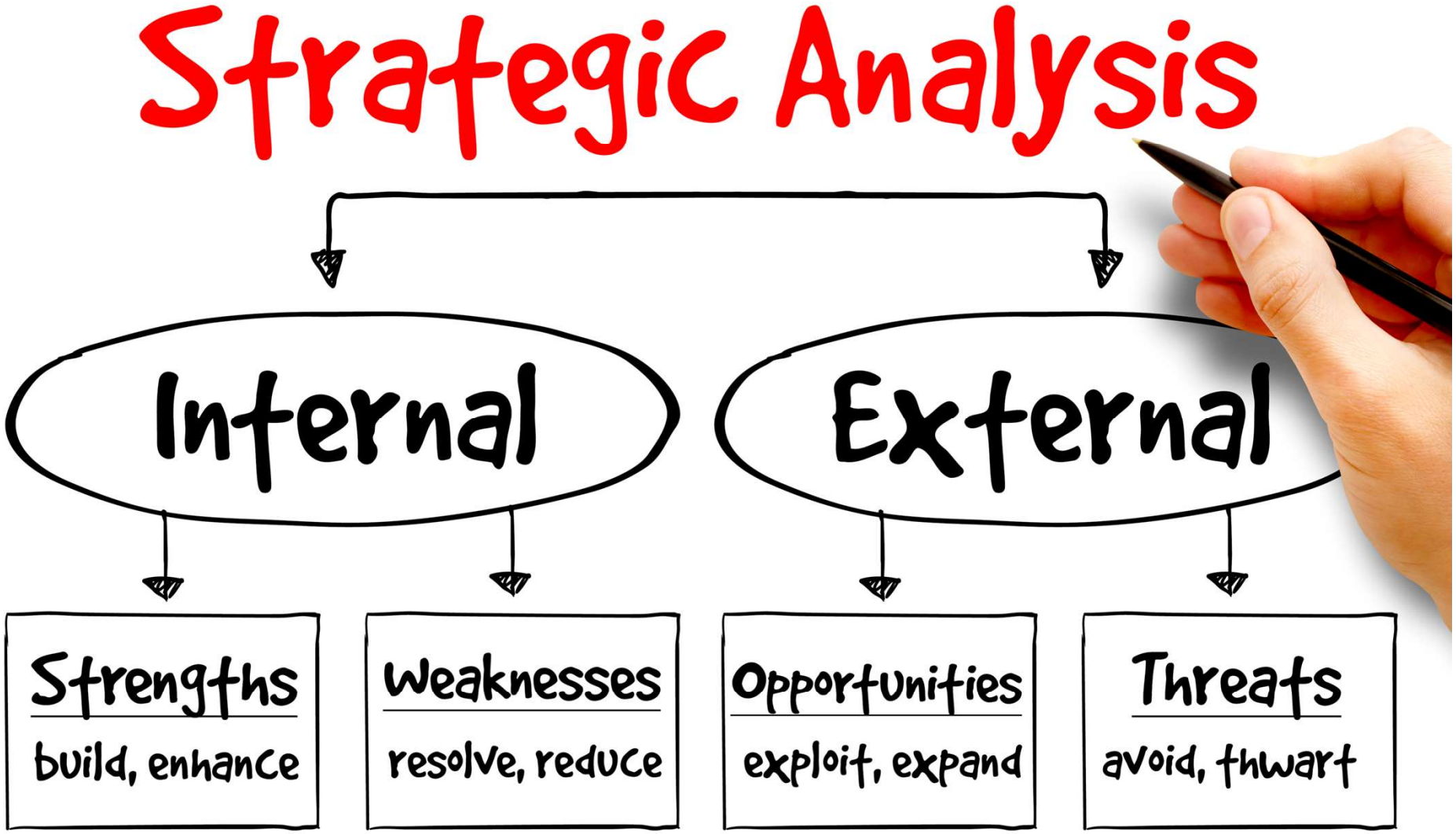
- Do unto others as I would have them do unto me.
- Forever student; forever teacher.
- Be gentle: "Compassion, compassion, compassion." –The Dalai Lama
- Replace judgment with understanding.
- Listen from the other's perspective; speak from mine.
- Designa tuam vitam! (Choose your life!)

Not-to-do's
SWOT Analysis
Reflection

Not-to-do's
SWOT Analysis
Reflection

"People think focus means saying yes to the thing you've got to focus on. But that's not what it means at all. It means saying no to the hundred other good ideas that there are. Innovation is saying no to 1,000 things."—Steve Jobs

Not-to-do's
SWOT Analysis
Reflection


Strategic Analysis
Internal
External
Strengths
build, enhance
Weaknesses
resolve, reduce
Opportunities
exploit, expand
Threats
avoid, thwart

	S	W	O	T
2006	**Strengths** • Goal oriented • Decisive • Social • Candid • Positive Attitude	**Weaknesses** • Too Candid • Lower education • Missing important certifications • Not well-known • Too busy for relationships	**Opportunities** • New certifications • Auditing • ASQ division work • Family vacation	**Threats** • Funds limitations • New standards • Coaches everywhere • Rise of costs for school
2020	**Strengths** • Goal oriented • Decisive • Social • Transparent • Compassionate • Positive Attitude • Good reputation	**Weaknesses** • Too candid • Travel too much for relationships • Not willing to allow others help • Health	**Opportunities** • Global engagements • Book authoring • Executive mentoring • Mission work	**Threats** • Many more consultants • New technology • Millennial workers • Branding is old

Action
Target Conditions
Mind Mapping
Risk Management
Meaningful Metrics

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Target Condition

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How to Mind Map

1. Start at the centre of a blank, landscape page, ideally with a colourful image to represent your subject.

Paper
- Blank
- Landscape
- Start
- Centre

2. Use words and pictures throughout your map. Wherever possible use single KEY words, printed along a line. Each word or picture sits on its own line.

Use
- Images
- Colour
- Words
  - Print
  - Single
  - Key

3. The lines make the associations between ideas as clear as possible. Make them flowing and organic, each line the same length as the word or image. Always ensure that lines connect to the end of the line at the previous level. Typically lines will be thicker at the centre and thinner further out.

Lines
- Connect
- Thinner
- Thicker
- Word
- Length
- Image
- Organic
- Flowing

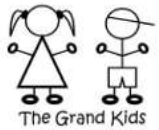
4. Experiment with different ways of linking and emphasising different aspects. Use highlighters, codes and arrows as necessary.

Style
- Fun
- EMPHASIS
- Personal
- Beauty

5. The structure that should develop will be a 'radiant hierarchy', with ideas radiating out from your central theme and main branches.

Structure
- Clear
- Associations
- Radiant
- Hierarchical

1. Grandkids
2. Kids
3. Husband
4. Extended
5. MI



1. Marketing
2. Certifications
3. Network
4. Class Content
5. Speaking

6σ

1. Exercise
2. Eating
3. Stress

1. Snowmobile
2. Hiking
3. Ski
4. Reading

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OQL Call Centers Inc

NOTES: FMEA WILL ROLL TO NEXT PHASE AND TO COMPLETE FORMAL FMEA FOR PROPOSED SOLUTIONS ONE FULLY DEVELOPED. TEAM WILL REMAIN INTACT.

PROJECT NAME	PROJECT NO.	ORIGINAL FMEA DATE: 15 FEBRUARY XXXX	DATE REVISED:
CALL CENTER MENU CHANGE	HB 127		Xx-xx-xxxx

FMEA Owner: BUSINESS MRG / PROCESS ENG/ FUNCTIONAL ANALYST	PROJECT SPONSOR	APPROVED	
JOHN ANDERSON	KATHY BAKER /IIE	20 APRIL XXXX	Risk Advisor KELKY JONES

PROCESS STEP or COMPONENT	FUNCTION	FAILURE MODE(S)	EFFECTS	SEV S	CAUSE(S) OF FAILURE	OCC O	PREVENTION CONTROLS	DETECTION CONTROLS	DET D	RPN= SxOxD	CRIT = SxO	POSSIBLE PREVENTION ACTION(S)/ TARGET DATE	POSSIBLE DETECTION ACTION(S)/ TARGET DATE	ACTION(S) TAKEN/ DATE COMPLETED / NOTES	S	O	D	REV. pRPN
Customer Speaks Account Number	To inform the Call Center Agent to source the right account	Cannot hear customer	Multiple asks for input. No 'cap' on number of cycles	10	No counting loop	3	None	None	10	300	30		Implement counting look immediately. Due by 5/1/2012		10	3	1	30
					SW failure	2	Level 4 SW test and debug	Internal checks for bugs	2	40	20							
		Wrong interpretation of the account number	Can't find account	6	Background noise	5	Sound dampener	SW & Audio App	2	60	30			Unable to improve as main input to RPN is the Severity.				
					Customer Stutters	1	None	None	10	60	6							
					Customer Accent	3	None	None	10	180	18	Develop SW to correctly interpret accents of top 4non-Eanglish accents, and top 5 US accents . Due in Dev Phase after next. (Sept 2012)	SW checks all interpretations of numbers against the 'accent' base.		6	2	3	36
					Customer too quite	2	None	None	10	120	12		Expand existing Sound Dampener app to include sound enhancer app. Due in next rDev Phase (May 2012)		6	2	2	24
			Finds wrong account	8	Customer Stutters	2	None	None	10	160	16							
					Customer Accent	2	None	None	10	160	0	As Above. Cell N15. (SW for accents)	As Above. Cell O15.		6	2	3	36
					Customer too quiet	3	None	None	10	240	24							

Call Center Example

Target Condition	Potential Problems	Potential Problem Effects	Likely Causes	S E V	O C C	Preventive Actions	Contingent Actions
I own my own home	Not enough consistent income to pay mortage	Not approved for loan	I could lose job	H	L		
	I might have to use my downpayment money for something else	Not approved for loan	Not enough in savings to cover large emergencies	H	L		
Earn Mastrers Degree	I could lose job	I can't afford tuition	I've been late to work a lot lately due to studying	H	M		
	Car could break down	Can't get to classes	Car hasn't been maintained well	M	M		

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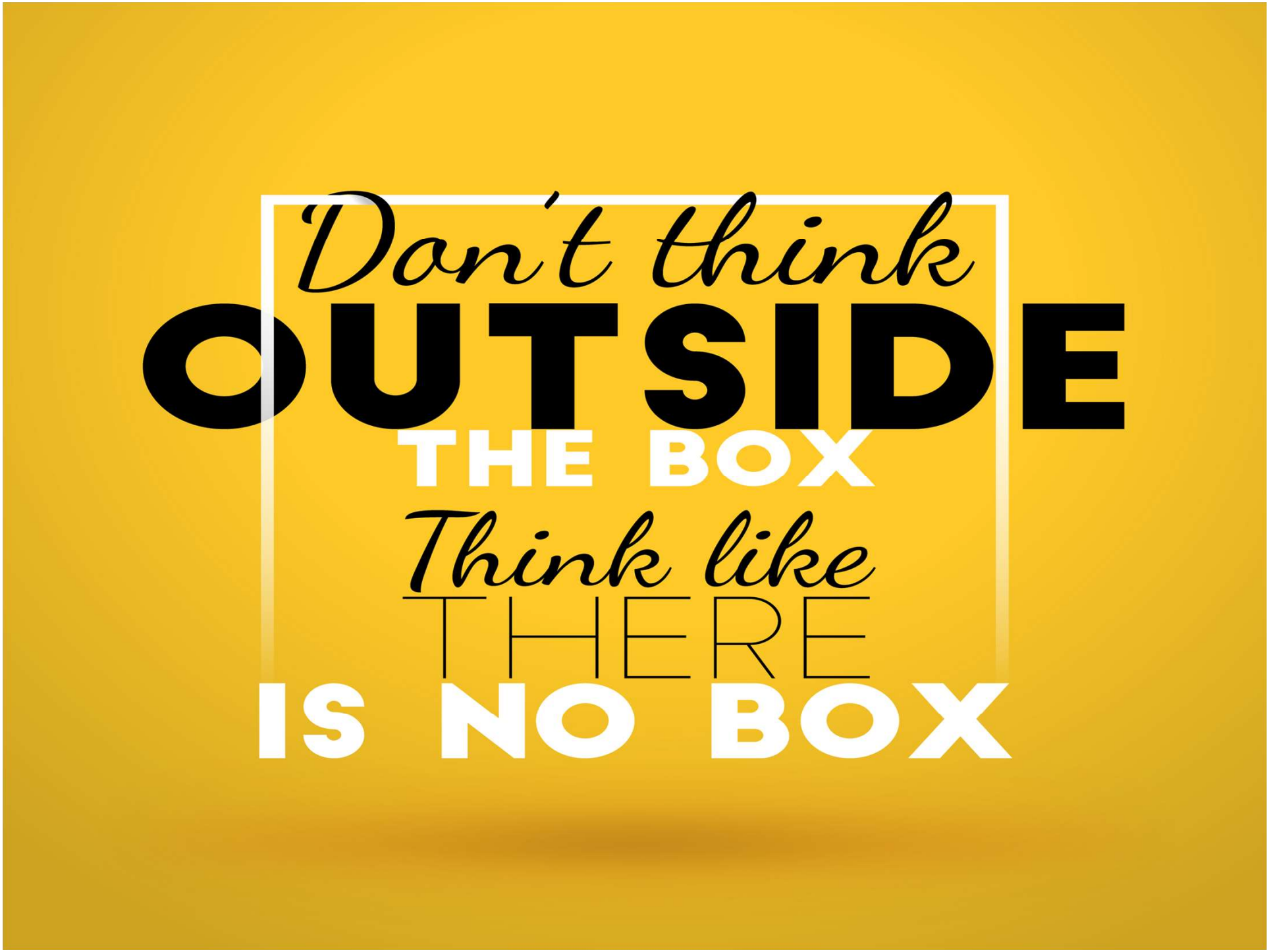
Activity	Target
Go to bed before 10pm	Monday - Friday
Save $20 for emergency func	Until $1000
Get to work early	15 minutes every day

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 $20 savings Bed 9:45 Early: 10	4 Bed 10pm Early: 10	5 Bed 9:50 Early: 15	6 Bed 10pm Early: 10	7 Bed 11pm Early: 0	8
9	10 Bed 9:45 Early: 15	11 Bed 10:05 Early: 15	12 Bed 10pm Early: 15	13 Bed 10pm Early: 5	14 Bed 9:55 Early: 30	15
16	17 $20 savings Bed 9:45 Early: 15	18 Bed 10:15 Early: 15	19 Bed 9:50 Early: 10	20 Bed 9:45 Early: 15	21 Bed 10:20 Early: 10	22


Don't think
OUTSIDE
THE BOX
Think like
THERE
IS NO BOX