

2019 Day of Quality Application/ Charter Package

Overview

**GRQC** is a collaborative network of organizations and individuals whose **purpose is to stimulate and foster excellence in the products, services, and processes of all organizations and businesses in the community** by sharing of trained resources, learning opportunities, and expertise in quality principles and practices.   
  
**Modeled after the United Way's Day of Caring**, Day of Quality matches process excellence professionals (known as “Black Belts”) with local organizations for one-day engagements to help improve their processes. The Day of Quality is a **free service** offered by GRQC **to any organization in the Greater Rochester community**.

We **welcome your interest** in this year’s Day of Quality and request that you **submit the attached application (page 4) by August 9, 2019 to Cassidy Franklin** (email below) at the Chamber of Commerce: [cassidy.franklin@greaterrochesterchamber.com](mailto:cassidy.franklin@greaterrochesterchamber.com)

Choosing a Project for Day of Quality

The **best project for Day of Quality** is based on an operational process that your organization performs very often—perhaps, on a daily basis. GRQC will provide trained, certified quality professionals (Black Belts) who will partner with you to identify ways to improve your process – and implement as many improvements as possible - in one day on October 3, 2019.

In describing your project on the Application, please **don’t provide solutions**—solutions will be identified during the Day of Quality. Instead, if you have a goal for the process, explain that and we will work together to determine if the process can be improved to meet your goals.

Organizations participating in the Day of Quality are expected to:

* Submit an application by August 9, 2019 in order to be eligible for Day of Quality on October 3, 2019 (application form is on page 4)
* Work with the Day of Quality Committee and your assigned Black Belt to refine your application and set you up for success
* Participate in three meetings:
  + Virtual Kick Off (planning) September 5, 2019, 9:00-10:00 AM (by phone)
  + Day of Quality (event) October 3, 2019 all day
  + Celebration (recognition) October 24, 2019, 8:30-9:30 AM (celebration), 9:30-10:30 AM (networking)
* Identify the following members from your organization to participate:
  + A **Project Sponsor** and Team Leader who will (1) talk with a representative from the Day of Quality committee for about 30 minutes to assess the adequacy of your project for Day of Quality, and (2) talk with your assigned GRQC Black Belt for about an hour about your organization and refine your one-page application if needed. The Sponsor generally presents the process improvements and benefits at the Day of Quality Celebration event on October 24, 2019.
  + A **Team Leader** who will work with the team the entire day on the Day of Quality and takes responsibility for ensuring any action items from the event are completed.
  + A **team from your organization** comprised of the people who perform the work within the process you want to improve. All team members are expected to stay for the entire day.
  + The Team Leader is required to attend the Kickoff and Celebration. All other team members are encouraged to attend both events.

Need Help Choosing a Good Project?

* **Option 1 – Free 3 hour class**
  + Free 3 hour class, *Introduction to Process Improvement* on Thursday, July 18th, 2019 8:30am – 11:30am at RIT’s John Hromi Center for Quality and Applied Statistics. The link for registration by Monday, July 15, 2019 is: <https://www.rit.edu/kgcoe/cqas/register/708/Introduction-to-Process-Improvement>
* **Option 2 - Phone-a-friend**
  + These professionals and members of the Day of Quality committee are available by phone to help you choose an appropriate project:
    - Terry Callanan – (585) 627-6632
    - Darlene Ryan – (585) 520-8871
    - Ginger Rinas – (585) 654-1662
* **Option 3 – Do It Yourself**
  + Considerations for choosing a process to be worked include:
    - **Definition**--A process is something that takes inputs, changes them and then produces an output for your customer (either inside or external to your organization)
    - **Process Pain Points**--Choose a process that takes too much time, money, resources or does not satisfy your customer
    - **Process Scope**--The process must have a distinct starting point and ending point—processes that span too many departments or teams within your organization can be large and hard to organize for one day’s effort (it is helpful to list what is “in” and “out” of scope)
    - **Process Scale**—Scales refers to which product lines, locations, customer segments, or other factors are to be the focus of the improvement initiative (it is helpful to list what is “in” and “out” of scale)
    - **Process Understanding**--We need to measure the current state of the process, analyze the root causes of the problem, develop some solutions and discuss the leading solutions thoroughly—we have one day to accomplish all these steps
    - **Ability to Change--**You must have the ability to make the changes that are within your control—generally technology or budgetary changes can require more intense effort and scrutiny
  + **Create your problem statement using this fill-in-the-blank template**:

We have a <insert process name here> process to <describe what process is intended to do>. The process starts <identify the process starting point> and ends <describe the process ending point>. The scope does not include <list process steps outside the focus of the improvement initiative>. The process as performing is not meeting our needs. <Quantify how the process is not meeting your needs compared to a desired goal>. The goal of the project is to <describe project goal> resulting in <describe benefit>. The scale of the improvement effort includes <list> and excludes <list>.

* Problem Statement Examples:
  + - We have an **Accounts Payable Process** to pay outstanding invoices each day. The **process starts when the employee asks for a bill to be paid and ends when the check is sent**. The scope excludes invoice preparation and check deposits. The process as performing is not meeting our needs. It takes an employee about 2 hours per day to gather the information needed to pay the invoice correctly versus a goal of 1 hour. The goal of the project is **to reduce the time required to collect the required input to prepare for payment to 1 hour per day, resulting in 30 hours less time per month.** The scale of the improvement effort includes invoices from the western region only and excludes other regions of the state.
    - We use the **Daily Appointment Process** for scheduling of customer meetings with our professionals. The **process starts when a meeting is requested and is completed when the meeting is successfully scheduled**. The scope excludes making calendar updates at the start of each day. The process as performing is not meeting our needs. Each day, two people on my team process about 15-25 requests per person for professional appointments which takes about 2 hours per day per employee versus a goal of 1 hour per day per person. This **impacts customer satisfaction because of the time required to set up the appointment and affects employees because of the waiting time involved.** Our goal is to reduce the time required to successfully complete the booking of these meetings to 1 hour per person per day, saving 60 hours work time per month, while not increasing the number of staff people to do this. The scale of the improvement effort includes customer-requested meetings only and excludes meetings requested by our professionals.



2019 Day of Quality Application/ Charter due August 9, 2019

*(remove italicized text when completing your Application Charter)*

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| **Organization Name/Submitter Name/Title** | **Application Date:** |
| **Project Name *(the title of this process is usually best):*** | |
| **Project Sponsor Name:**  **(*the person who manages the process and is accountable for the results of the process)***  **Job Title:** | **Sponsor Phone Number:**  **Email:** |
| **Team Leader (*if different from the sponsor):***  **Job Title:** | **Team Leader Phone Number:**  **Email:** |
| **Team Members who will work on this project** | **Job Title** |
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| **What is the problem statement and project goal? *(use the “fill-in-the-blank” template provided on the last page of this document)*** | |
| **Who are the customers of this process? *(Who gets the outputs of this process or gets the benefits from it?):*** | |
| **Benefits to the process customers:** | |
| **Anticipated Business Result (e.g. *Improved Outcomes, Reduced Cost, Improved Efficiency, Greater Accuracy, Reduced Work Redundancy, Less Time ):*** | |
| **How did you hear about Day of Quality? *(e.g. email, GRQC website, colleague, etc.)*** | |

**Please email the completed application form by August 9, 2019** to [Cassidy](mailto:Cassidy) Franklin **at** [**cassidy.franklin@GreaterRochesterChamber.com**](mailto:cassidy.franklin@GreaterRochesterChamber.com)

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