



M&H Management & Consulting, LLC

Leading the Charge for Operational Excellence

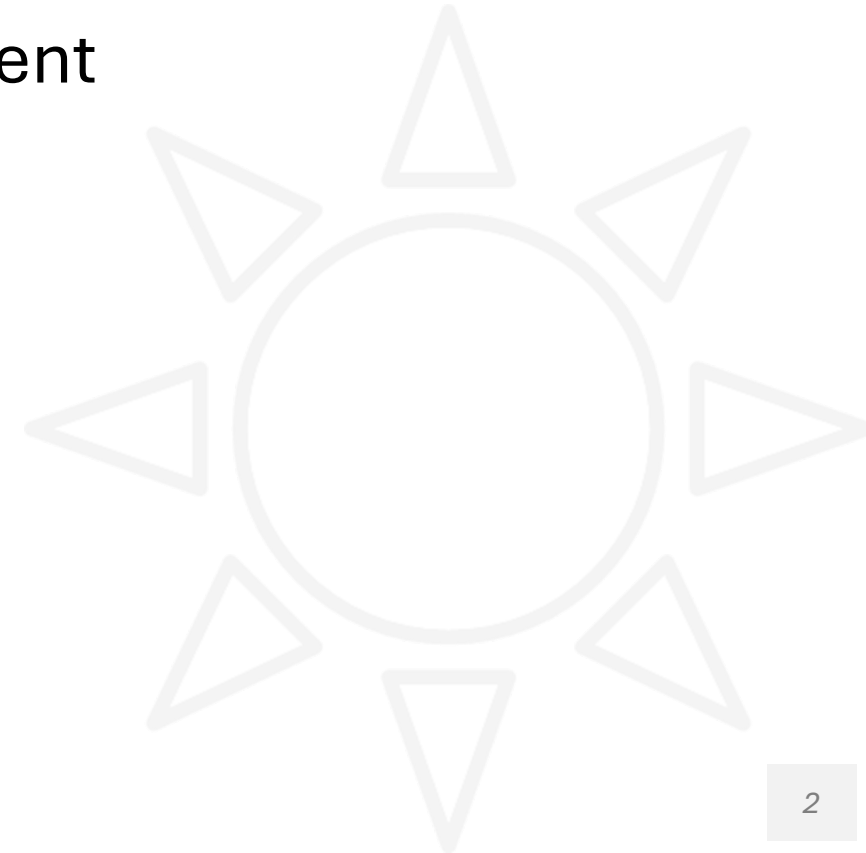
Performance and Quality Management

The Impact and Necessity of Integrating in Business

Friday, April 19, 2024

What will we cover?

- My Journey to author the book
- What is Performance Management?
- What is Quality Management?
- Integrating Performance & Quality Management
- Tracking Performance
- Quality Techniques
- Best Practices
- Technology & Tools
- Continuous Improvement



My Journey Starts...



- **Early Career Challenge:** Managed a team of 12 data entry clerks at a clinical lab.
- **Key Responsibility:** Process over 2,000 patient lab requests nightly during the afternoon shift.
- **Initial Oversight:** Lacked data on individual staff performance.
- **Mentorship and Learning:** Introduced to performance measures by the laboratory manager.
- **Career Impact:** Realized the critical need for performance tracking and quality management.
- **Professional Growth:** Developed and refined performance and quality management skills.
- **Outcome:** Authored "Performance and Quality Management: The Impact and Necessity of Integrating in Business" to share learned expertise.

Learning More...



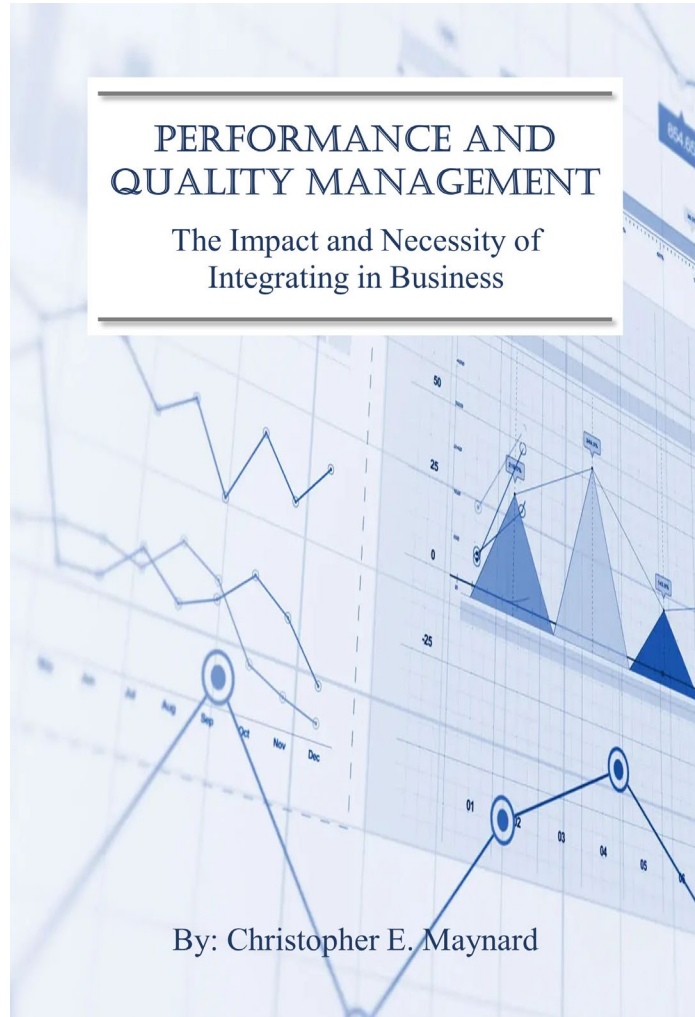
- **New Role:** Promoted to Operations Manager; oversaw Data Entry, Sample Processing, and Customer Service.
- **Initial Challenges:** Identified frequent errors in sample processing.
- **Mentorship:** Consulted with mentor on quality management techniques.
- **Proactive Steps:** Addressed errors with individual team members and revised processes.
- **Implementation:** Introduced consistent procedures for handling samples.
- **Career Impact:** Learned the value of proactive quality management; applied lessons throughout career.

Growth Found...



- **Advanced Role:** Became CIO at the American College of Healthcare Executives; also led the Performance Excellence department.
- **Baldrige Program:** Engaged with the Baldrige framework, enhancing organizational best practices.
- **Certified Examiner:** Became a certified Baldrige Examiner, evaluating applicants for the Malcolm Baldrige Award.
- **Deep Insights:** Gained profound understanding of performance and quality management across diverse organizations.
- **Impact on Book:** Experiences as an Examiner influenced the themes and content of my book.

The Book...



- **Comprehensive Resource:** Designed to be an essential guide for professionals across various stages of their careers.
- **Accessible Content:** Explains performance and quality management in a clear, actionable manner for experts and novices alike.
- **Practical Tools:** Provides practical tools and strategies for enhancing operational effectiveness and strategic decision-making.
- **Inspiration to Innovate:** Encourages innovation and adaptation in the dynamic business environment.
- **Long-term Success:** Equips readers with knowledge and tools for sustained success and growth in global business.

Performance Management...

- **Definition:** Systematic process to improve organizational effectiveness by aligning mission and goals with employees' performance.
- **Key Components:** Involves setting clear goals, measuring performance, providing feedback, and offering development opportunities.
- **Continuous Process:** Adapts to changing organizational needs and employee growth.
- **Impact on Productivity:** Enhances individual performance, contributing to overall organizational productivity.
- **Cultural Influence:** Creates a culture of clear expectations, regular communication, and continuous improvement.

Quality Management...

- **Definition:** Organizational approach focused on maintaining quality across all processes to meet customer expectations.
- **Four Main Components:**
 - **Quality Planning:** Setting specific, customer-relevant quality standards.
 - **Quality Assurance:** Systematic activities to ensure standards are achieved.
 - **Quality Control:** Monitoring operations to detect and correct deviations from standards.
 - **Quality Improvement:** Continuously enhancing process performance and efficiency.
- **Goals:** Uphold standards, minimize costs by reducing waste and errors, enhance customer satisfaction, and boost market competitiveness.

Integration...

- **Synergistic Integration:** Combines the goal-oriented approach of Performance Management with the standard-driven focus of Quality Management.
- **Holistic Approach:** Ensures performance improvements are aligned with quality standards, promoting efficiency and effectiveness.
- **Cultural Impact:** Fosters a culture of excellence where meeting performance targets and upholding quality are equally prioritized.
- **Data-Driven Insights:** Integrates data from both disciplines for comprehensive operational insights and informed decision-making.
- **Organizational Benefits:** Enhances resource allocation, employee engagement, and overall organizational performance.

Tracking Performance...

- **Essential Process:** Monitoring and evaluating outcomes against predefined objectives to ensure strategic alignment.
- **Goal Setting:** Establish clear, SMART objectives as a foundation for tracking.
- **Data Collection:** Utilize both quantitative and qualitative data to assess performance.
- **Key Performance Indicators (KPIs):** Implement KPIs to measure progress and identify areas for improvement.
- **Visualization Tools:** Use reports and dashboards to make data accessible and actionable.
- **Responsive Action:** Enable timely feedback and adjustments to maintain or enhance performance.

Quality Techniques...

- **Statistical Process Control (SPC):** Uses statistical methods to monitor and control processes, enhancing efficiency and reducing waste.
- **Six Sigma:** Focuses on minimizing variability and defects in processes through empirical statistical methods.
- **Total Quality Management (TQM):** A holistic approach that involves all employees in quality improvement efforts across all departments.
- **Lean Production:** Aims to minimize waste in a manufacturing system while maintaining productivity through systematic methods.
- **Kaizen (Continuous Improvement):** Encourages small, incremental changes regularly by involving employees at all levels.

Best Practices...

- **Clear Objectives:** Establish clear, measurable objectives to align efforts and measure success.
- **Ongoing Training:** Regularly train and develop employees to maintain a skilled, up-to-date workforce.
- **Cross-functional Collaboration:** Encourage collaboration across departments to enhance innovation and efficiency.
- **Robust Data Analytics:** Utilize data analytics to inform decisions and identify improvement areas.
- **Continuous Feedback:** Implement real-time feedback mechanisms to guide performance and foster improvement.

Technology & Tools...

- **ERP Systems:** Integrate core business processes for real-time operational visibility and better decision-making.
- **CRM Systems:** Manage customer interactions and improve satisfaction by meeting quality expectations.
- **Business Intelligence Tools:** Analyze data to provide actionable insights, supporting informed strategic decisions.
- **Project Management Software:** Ensure projects meet quality standards and are delivered on time and within budget.
- **Quality Management Software:** Implement systematic quality controls and document key processes and procedures.

Continuous Improvement...

- **Kaizen Philosophy:** Embraces small, ongoing changes that involve all employees and lead to major improvements.
- **PDCA Cycle:** Implements continuous improvements through a systematic process of Plan, Do, Check, Act.
- **Total Quality Management (TQM):** Utilizes a comprehensive management approach focused on quality and long-term success through customer satisfaction.
- **Data-Driven Decisions:** Bases improvements on accurate data analysis, enhancing effectiveness and reducing waste.
- **Culture of Improvement:** Cultivates an organizational culture that values constant progress and open communication.

Round Up...

- **Integration of Practices:** Performance and Quality Management integrate to drive organizations towards excellence and strategic goals.
- **Key Components:** Involves clear goal setting, robust performance tracking, and maintaining high quality standards.
- **Supporting Tools:** Utilizes tools and techniques like ERP systems and Kaizen for effective implementation.
- **Cultural Impact:** Fosters a culture that values continuous improvement and high performance.
- **Business Success:** Essential for competing effectively in today's dynamic market, ensuring long-term sustainability and growth.

A Little More about Me...

- **Shorts for Success Initiative:** Founded to provide concise, actionable guidance on diverse topics for personal and professional growth.
- **Content Focus:** Offers strategic insights on business, career development, personal growth, and relationships in a short, accessible format.
- **Fiction Writing:** Ventured into narrative fiction writing, focusing on storytelling without direct dialogue, enhancing reader engagement.
- **Published Novels:** Successfully published works that explore complex character dynamics and plot developments.
- **Personal Growth and Outreach:** Demonstrates commitment to continuous learning and sharing knowledge beyond traditional business topics.

Contact Me

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