

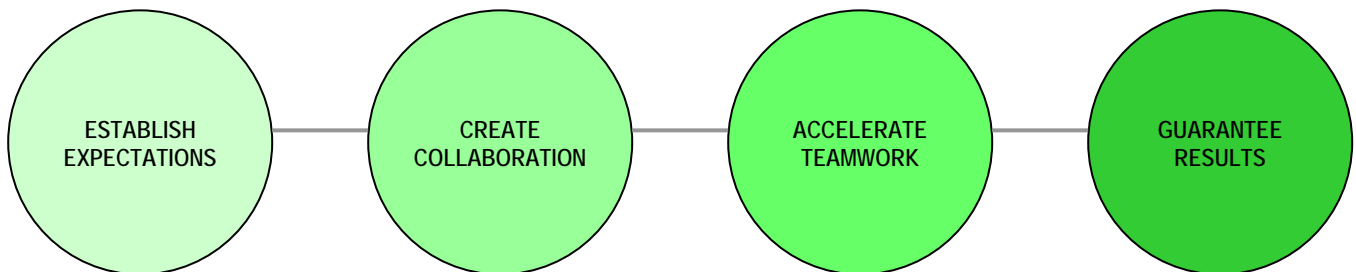
THE HUMAN SIDE OF QUALITY

People are the missing link in most continuous improvement initiatives.

Sustainable operational efficiency requires the combination of relational skills (human) and organizational skills (business). And the success of any quality initiative, whether it is a Kaizan, Lean Manufacturing or Six Sigma effort, depends on the effective integration of relationship management skills with the effective use of process improvement tools.

Organizations that have implemented quality programs have invested heavily in learning all of the tools, processes and systems. They know the language – terms like Black Belt, Histogram and Pareto Analysis. And they understand the standard methodology of Design, Measure, Analyze, Improve and Control. Yet, they have not realized the bottom-line results that all of the literature promised.

Results can only be realized through people.



The *Human Side of Quality* has been designed to integrate relationship management skills with standard quality initiatives. It utilizes a four stage approach to tackle the interpersonal issues that undermine quality programs and can be customized to meet specific organizational needs.

Target Audience:

Project managers, project champions, black and green belts and anyone that has been selected to facilitate, lead or support a quality improvement team.