

Elements of People Power

It's interesting that so many companies focus on processes without input from customers or even their own employees: 'top-down' processes punctuated by statistical data and quality management controls. While it's obviously important to focus on what goes on behind the scenes, what kind of quality can you possibly deliver without feedback from the people who actually create (employees) or use your products (customers)?

Empathy for Quality

To have empathy for someone means you are putting yourself in a position to feel what that person is feeling. The world could use a great deal more empathy. It's easy to see that we could decrease disputes and disagreements by being more empathetic, and we'd quickly clear up misunderstandings and misconceptions. Taking it one step further, empathy becomes strategic as new channels of data open to us.

Empowering People Power

Several years ago, in an article entitled "In Pursuit of Excellence" for Personal Excellence magazine, Michael Jordan said that he always had the ultimate goal of being the best. "I approached everything step-by-step, using short-term goals. When I met one goal, I set another reasonable, manageable goal that I could achieve if I worked hard enough."

Data, Action, and Future

When I talk about “honesty” in the context of quality, people often mistake my intent. I am not implying that people are dishonest. I am not saying that people do not know right from wrong. The kind of honesty I’m referring to is the kind that helps you avoid mistakes in your business—the type of honesty that pushes good data, good actions, and a positive future.

Ideas into Action

It’s one thing to inspire people to come up with ideas to improve the level of quality in your organization. It’s yet another thing to encourage those same people to turn their ideas into action.

Inspiring Talent

There has been a lot of media coverage about enormous salaries paid to top executives, including their mind-boggling “golden parachutes”. Primarily CEOs, these executives aren’t always paid based on their talents.