

Please join us on Thursday, April 21, for dinner and a dynamic presentation - A Three-Step Approach to Improving Service Processes - by Steve Clapp, Business Process Improvement Leader, Ally Financial.

Service processes are heavily dependent on people performing tasks to turn inputs into outputs, while manufacturing processes rely more on machines to do the work. When defects occur in manufacturing processes, solutions frequently center on adjusting the machinery. However, when service processes produce defects, how do you “adjust” people? Remedial training, punitive action, and procedural updates are three common ways many organizations address human performance issues. However, these actions usually result in only short-term improvement. This presentation offers a three-step approach to permanently improving human-based processes: set expectations, monitor performance, and create accountability. You will learn how to:

- Set employee expectations so they know exactly what work to perform and how to perform it;
- Monitor employee performance in key areas so you can quickly zero in on work not meeting expectations...and work exceeding expectations; and
- Create accountability to promote lasting corrective action where needed, and reward and recognition where applicable.

Intrigued? We thought so! Here are the details of the meeting:

Meeting Date: Thursday, April 21

Time: 5:30 – 8:00 (5:30 - Sign-in and Socializing; 6:00 – Announcements and Dinner; 7:00 - Program)

Location: The Marriott – Southpoint; 4670 Salisbury Road, Jacksonville, FL 32256

Cost: \$20 in advance for members, \$25 for non-members, \$25 at the door. To pay in advance, please use the following link:

<http://www.asq1506.org/Jobads/Payment.htm>

Please RSVP to Jane Wahl via e-mail reply or call 904-443-4907 by COB 4/18/11. We'll look forward to seeing you there!

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