



The Source for Quality

How to Keep Your Q Job in Uncertain Times?

Presented by Joseph A. De Feo, President & CEO of Juran Institute, Inc.

Concerned about Losing Your Job?

What, Me Worry?



“Too many Q
Pros I meet are
worried.”

“And from what I
hear from
executives - they
should be.”

Wanted Q Professionals

1. Bachelor's degree required with a major in either an engineering, quality, or management discipline.
2. 10+ years of work experience, some of which has been in an operations role.
3. 10+ years experience working in a hi-tech industry with experience of leading high-energy teams.
4. An impeccably strong change agent and influential Leader with exemplary experience and success in the areas of Quality, Customer Satisfaction Improvement & Sustainability, Digital Six Sigma, Process Improvement, Cost Avoidance, and Optimization.
5. Experience providing support to large & diverse customer base.
6. A very strong communicator and Leader who is able to work within all levels of the organization.
7. Knowledge and experience in Lean, Digital Six Sigma, and process/product improvement.
8. A collaborator and team player.
9. A hands-on leader with a “can do, will do” attitude.
10. Results-driven with a strong Quality DNA focused on Process and Operational Excellence.
11. Able to travel where necessary.

Four Key Areas to Discuss Today

1. Why do you need to worry about your job in uncertain times?
2. Are there opportunities for a new position as a quality professional during these times?
3. How can I protect and prepare myself if you are worried about your career?
4. What do you need to do to re-train, re-energize, and re-sell yourself?

Lessons learned over the past 30 years.

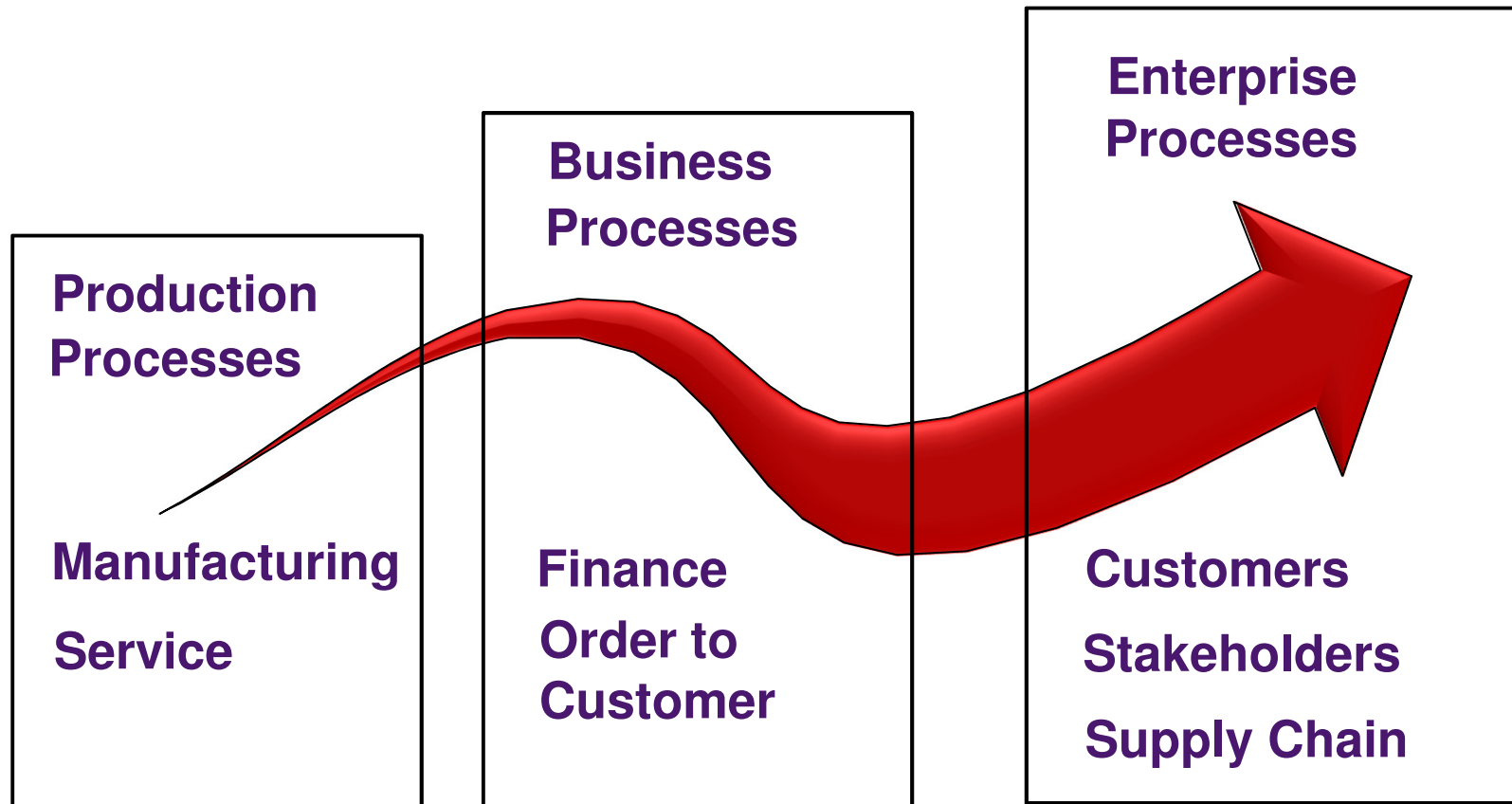
Why Worry About Your Job in Uncertain Times?

1. The maturity of your organization regarding quality means you may be vulnerable to job reductions.
2. Your industry may be in a shifting paradigm and the business requires different skills.
3. Some quality professionals are not forward thinking – too much paper work and not enough improvement in quality.
4. Quality professionals not keeping up with needed skill sets are vulnerable.
5. Not seen as a business leader, just a quality leader.
6. Attitude, attitude and attitude.

Self-assessment

	Yes	No
Is my role in quality critical to the organization's success at achieving its mission even in uncertain times?		
Am I capable of leading the organization to its mission?		
Am I prepared to lead my business leaders with quality?		
If not, how will I gain these skills and be prepared to lead this?		

Maturity: Changing Role



Two Sides Needed for Quality Professionals

Business Has Shifted So Skills Must Shift

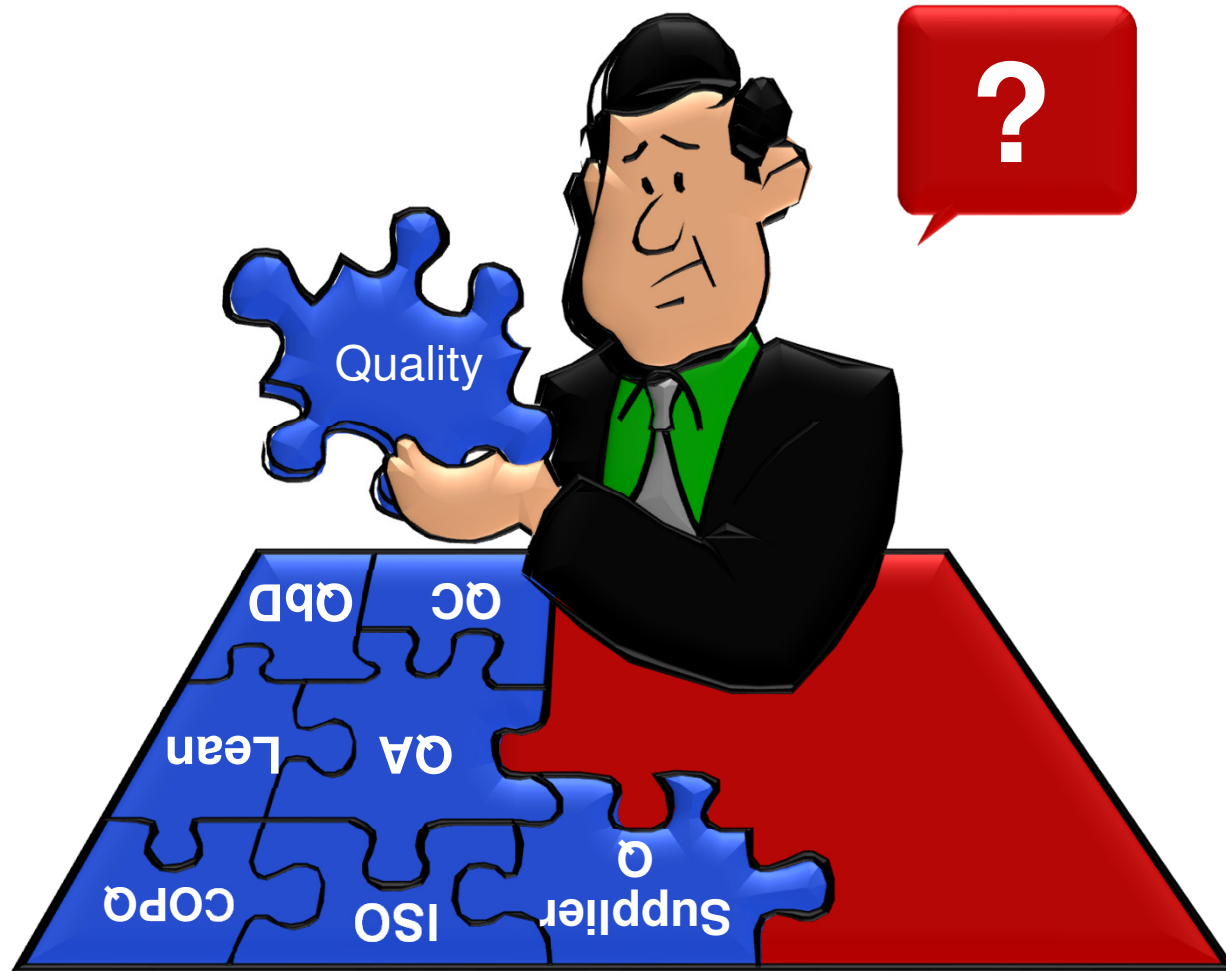
Technical Leadership

Infrastructure
Tools
Techniques
Processes

Business Leadership

Commitment
Collaboration
Creativity
Customer Focus

Quality Function Today



The Finance Function vs. Quality

Finance

Quality

Chief Financial Officer

?

Financial Scorecard

?

Financial Plans

?

Financial Goals

?

Deployment of Goals

?

Quality Function

“Improved quality increases sales and reduces costs.

So, why shouldn't quality be considered in the same positive way as the finance function?”

The Future Quality Office

- Integrator of strategy and quality
- Executive office reporting on quality
- Auditor of quality performance
- Driver of change
- Center of training for quality
- Research center for new methodologies



Must Shift from little q to Big Q



...Business is moving quickly from product quality focus to enterprise quality to protect from the excesses of technology, greater risk and a leaner, meaner world.

The “Quality” Office

- A leader called the Chief Quality Officer
- A set of metrics that you manage at business level
- Work to align goals of customers, costs of poor quality, and operational processes
- A capable staff to carryout Quality plans to achieve goals
- A regular review of the deployment of quality-related goals and results
- Monitor the business and people skills of the Q staff – not just the technical ones



Speak Language of Business

1. Ability to integrate quality into strategic planning process by **SPEAKING THE LANGUAGE OF MONEY**
2. Ability to deal with strategic and tactical quality issues
3. Ability to deal with people, customers, and other functional issues



Q Professionals Need Breakthroughs

“Breakthrough is a departure from the usual, familiar way, into the unknown.”



Ingredients for Success

- Emphasize the strategic impact of quality
- Be a proponent of resources for other departments—stay lean
- Provide a service to senior management and line departments—create network of experts
- Act as a catalyst, internal consultant, and a facilitator for quality

Checklist for Quality Professionals

- Recognize that your businesses need new skills
- Do not be locked into a one guru or paradigm
- Keep your analytical and stats in the background
- Recognize you may be stale or behind the times
- Learn to speak the language of business
- Become multi-lingual in Lean, Six Sigma, QA, Agile...
- Resumes should reflect your skills, not just your positions
- Be passionate about what you do and how you do it
- Help the organization mature to avoid worrying!

Contact Us to Learn More About Juran Institute Today



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