

CQI Deming Special Interest Group Meeting

Model of Sustainable Organisation (MoSO) Working Group

Date: 3 December 2009

Place: CQI London

ATTENDEES

Alan Clark	Chair
Terry Peterson	Secretary
Anthony Aitkin	
Tony Brown	
Malcolm Gall	
Fabian Hiscock	
Alan Hodges	
Tony Korycki	
Derek Richings	
Terry Rose	
Michael Upstone	

APOLOGIES FOR ABSENCE

John Carlisle, Ray Charlton, Stephen Mason, Alan Mossman, Will Pollard, Esther Ridsdale, Ronald Ward.

MINUTES OF LAST MEETING

Accepted.

CQI WEBSITE

An extensive discussion took place at the CQI between Satvir Bhullar, Simon Peters, Anthony Aitkin and Terry Rose on 27 November 2009. The main points were that:

The MoSO was a model of learning and continuous improvement.

It supported the CQI Website policy of Learning and Inclusion.

It does not have prescribed entrance and exit points.

The 'Call to Action Box' –at the bottom of each page- can be used by users of CQI forum and LinkedIn groups.

The DemSIG group will have access to new draft material, and be able to include in the public version.

Anthony Aitkin, Tony Korycki, Terry Rose and Mike Upstone have access to the CQI shadow website.

Post meeting news: Simon Peters has left the CQI and all communications should be to Satvir.

ACTION

TK Continue the dialogue with CQI IT.

AC Check for cohesion of words and pictures on MoSO pages.

MoSO DEVELOPMENT

The status of MoSO articles and author commitments are given in Appendix 1.

QUALITY PLAN

Fabian Hiscock presented V2 (November 2009) for comment. It encompassed:

Part 1. The requirements

Step 1. The User

Step 2. Distillation into the Statement of User Requirements

Step 3. Extraction of the System Requirement.

Part 2. Delivered Items

The Sustainability Model

The Software Application (Website)

Part 3. Validation and Verification Tasks

Discussion produced the following comments:

Provocation was needed, not a cookbook.

Acceptance tests of the whole model have not yet been prepared.

A panel of ADC members, also perhaps from Bill Bellows discussion group, could be engaged.

The Current website should be finished to the *Good Enough* stage. "Under Development" can be used, sparingly. "Coming Soon", with a link to the author, is another useful tool.

The website offers access via rich media (video etc) and to interactivity, eg to games, such as the Beer Game.

The website requirements should be signed off at the next meeting. [AC – In order for everyone to be able to properly assess the site before the meeting I suggest that the content needs to be up by the end of January.]

ACTIONS

FH Incorporate comments and improvements to the Quality Plan V3 and circulate before next meeting.

AA, TB, RC Seek outside views from academics, such as business schools.

AC Resend CQI website link to DemSIG members.

AC Talk to ER re Systems Thinking.

MG Send Self Examining Questions on SoPK to TR for inclusion on website.

MG Send 'Snack' on Innovation to TK.

TR Publish the Chain Reaction on the website.

TB, MU Produce Environment section, Send to MG for review.

Get all articles to 'good enough' and send to TR/AA/MU/TK As soon as possible please.

MEETING REVIEW

+ Went Well/Liked	Δ Needs to Improve
<ul style="list-style-type: none">• Both presentations• TB enjoyed• Green shoots• Good forward plan• Lots of good passion• Thanks to Derek for mince pies	<ul style="list-style-type: none">• Delivery• We forced Derek to progress-chase us• New members would struggle to get up to speed at this stage of the project. Would need induction process. Perhaps LinkedIn discussion board could both provide a way to work this out and a forum where people could begin to get up to speed.

DATE AND PLACE OF NEXT MEETING

11 March 2010 at the CQI, London – Promises of hot cross buns too!

Remaining 2010 Meetings

The scheduled dates are:

3 June, 9 September and 2 December 2010 at the CQI, London.

APPENDIX 1

MoSO Status Matrix as reviewed 03/12/09

ELEMENT / INFO BUTTON	AUTHOR	REVIEWERS	STATUS
1. MoSO Graphic	TP	Sub-group	Colours are muted on CQI website
2. Generic System	DR, TP, TB	TR	Material already on CQI Website to be used.
3. Leadership & Culture	AA, RC	DR, TR	AA to publish on MoSO website. Unmoderated.
4. Societal Influences / Learning	FH	TK	FH to get peer review. TK will then publish. Unmoderated.
5. The Environment	TB	DR, MG	TB/MU to get peer review. MU will publish. Unmoderated.
6 Website Intro Pages	TP	AC, TR, AA	AA to publish unmoderated material.
7. MoSO Principles	TP	AC, TR, MU	TR to publish unmoderated material.
8. Sustainability	TB	DR, AH	TB to further develop. MU will publish unmoderated material.
9. Dr. W. E. Deming	AC	TR, AH	Moderated. TR to publish.
10 SoPK	MG	TR, AC	MG to review before publication by TR. Moderated.
11. The PDSA Cycle	TP	MG, DR, AH	TR will publish unmoderated.
12. The Role of Management	AA, RC	TR, TP	No new material. TR to complete review.
13. System Thinking	ER	AC, JC	AC to review with ER. TR will publish unmoderated.
14. Generic Transformation Process	TR,	TB, AA, AH	TR will publish unmoderated.
15. People (OD, change mgt)	RC	TK, AA, AC	Peer review required. TK will publish unmoderated..
16. Innovation	MG, AM	DR, TP	Summary required before peer review. TK will publish. Moderated.
17. Voice of the Customer	TR	TK, TB	TR to publish unmoderated.
18. Voice of the Process	TR	TK, AA, DR	TR to publish unmoderated.
19.Voice of the People in the Organisation	TK	RC, AA	Further material required. TK will publish unmoderated.
20. Benefits of Deming's Chain Reactions	MG	Multiple	TR to publish unmoderated.
21. Case Studies	TB/FH/TR	TK, AH	Table of studies to be created.