

## CQI Deming Special Interest Group Meeting

### Model of Sustainable Organisation (MoSO) Working Group

Date: 12 March 2009

#### ATTENDEES

Alan Clark                      Chair  
Derek Richings  
Terry Rose  
Will Pollard  
Anthony Aitkin  
Mike Upstone  
Malcolm Gall  
Tony Brown  
Tony Korycki  
Alan Hodges  
Terry Peterson                Hon. Sec

#### APOLOGIES

Alan Mossman, John Carlisle, Esther Ridsdale, Ray Charlton, Ronald Ward, Stephen Mason, Fabian Hiscocks.

#### OUTCOMES TO BE WORKED TOWARDS DURING THE DAY

Development of the open-source Model of the Sustainable Organisation (MoSO),  
    Review of current articles for MoSO,  
    Further development of MoSO,  
    UK Deming Transformation Forum 2009.

#### MINUTES OF LAST MEETING

Accepted.

FEEDBACK from last three months;

Will Pollard – some evidence from Exeter that internet cafe's are losing momentum.

Anthony Aitken – strong focus on Servant Leadership.

#### MoSO Development

Object is to have one definitive .pdf document, per MoSO "button" on CQI website, after validation process.

Meeting reviewed each element of the model, authors and reviewers have been defined, commitments to completion dates obtained – attached as Appendix 1.

Lead authors should upload drafts to Buzzword and then need to tell reviewers that draft is available for review.

After review, authors need to tell AC/TP that doc is available for moderation.

Aim is to have all documents on web-site by next meeting                      ALL

#### MoSO Product Range

AC presented the MoSO Product Range to Paul Simpson (CQI Technical Manager). AC would like comments on his draft ASAP.

#### UK Deming Transformation Forum 2009

AC will not be presenting MoSO to the Deming Forum, as earlier indicated. However, AC and TB and I will be presenting MoSO to Alliance of Deming Consultants (ADC) on the afternoon of Monday 8 June in Coventry.

APPENDIX 1

**MoSO Status Matrix**

ELEMENT / INFO BUTTON	AUTHOR	REVIEWERS	STATUS
1. MoSO Graphic	TP	Sub-group	MoSO graphic agreed, minor change required.
2. Generic System	DR, TP, TB	TR	
3. Leadership & Culture	AA, RC	DR, TR	Latest draft 10/03/09, available for review
4. Societal Influences / Learning	FH	TK	Last draft 4/12/07, FH to review in light of author guidelines.
5. The Environment	TB	DR, MG	First draft 30/04/09.
6 Website Intro Pages	TP	AC, TR, AA	First rough draft 03/03/09; graphic group to review.
7. MoSO Principles	TP	AC, TR, MU	First draft 16/03/09.
8. Sustainability	TB	DR, AH	First draft 13/04/09.
9. Dr. W. E. Deming	AC	TR, AH	First draft 30/03/09.
10 SoPK	MG	TR, AC	Available for moderation - needs self examining questions
11. The PDSA Cycle	TP	MG, DR, AH	First draft 20/03/09.
12. The Role of Management	AA, RC	TR, TP	First draft 30/03/09
13. System Thinking	ER	AC, JC	First draft 01/03/09 – available for review.
14. Generic Transformation Process	TR,	TB, AA, AH	First draft 30/03/09 - need to review against author guidelines.
15, People (OD, change mgt)	RC	TK, AA, AC	First draft 30/03/09.
16. Innovation	MG, AM	DR, TP	First draft 14/12/08 - available for review - needs self examining questions
17. Voice of the Customer	TR	TK, TB	First draft 30/03/09.
18. Voice of the Process	TR	TK, AA, DR	First draft 30/03/09.
19. Voice of the People in the Organisation	TK	RC, AA	First draft 30/03/09.
20. Case Studies	TB	TK, AH	First draft 30/03/09.

**CMS TRAINING**

The new CQI website is now fully functional. Phase II of the development plan is to train SIG representatives, on how to use the Content Management System (CMS) giving them the flexibility to develop and take ownership of your sections of the website. Four of the DemSIG team will take part in the training: Tony Korycki, Will Pollard, Terry Rose and Mike Upstone. They will arrange with Satvir Bhullar to get this CMS training completed.