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# The Role of the Quality Council

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## **Objectives**

### **QUALITY COUNCIL OBJECTIVES**

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**Participants will:**

- Understand the responsibilities of the Quality Council for overall TQM initiative
- Understand the criteria the Quality Council uses to pick improvement projects
- Understand the relationship of the Council to the quality improvement team

LFQ301

## Responsibilities

### **QUALITY COUNCIL RESPONSIBILITIES**

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#### ***Establish the Infrastructure to:***

- Nominate, screen, and select projects
- Assign teams to projects
- Encourage use of Quality Improvement Process for solving problems

LFQ302

The nomination process should be simple and should collect input from several different sources, including from employees. Quality improvement projects should link to the strategic objectives of the organization; projects are one way of deploying the objectives throughout the organization.

### **QUALITY COUNCIL RESPONSIBILITIES**

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#### ***Provide Resources:***

- Time
- Facilitator
- Team leader
- Training
- Progress review process
- Revision of performance rating/  
incentive system

LFQ303

Make sure that your quality improvement team is getting the resources that it needs from the Quality Council.

## QUALITY COUNCIL

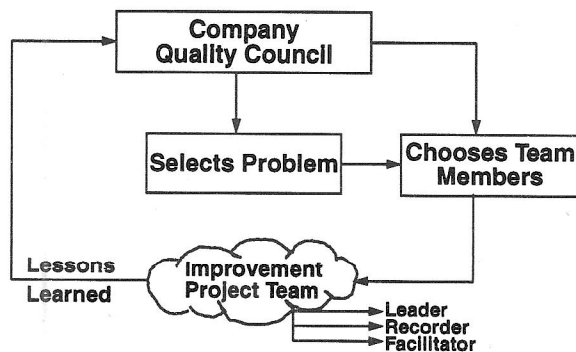
### Participation in Projects:

- Sets an example
- Understands the realities
  - Hard work
  - Time
  - Added workload
- Tackles critical quality projects

LFQ304

At times, it will be appropriate for the Quality Council member(s) to serve on a quality improvement project team. If the issue is critical to the success of the organization, the entire Quality Council may participate on that team.

## ORGANIZING FOR QUALITY



LFQ305

The Quality Council not only selects the quality improvement project, but also the team members who will work on the project. The Quality Council assures that the lessons learned from each quality improvement project are collected and disseminated throughout the organization.

