

Quality Services through Partnership (QStP)

QStP or today's Quality Program is a labor-management initiative that has been embraced by the state of Ohio since 1991.

Quality Principles

1. **Be customer-driven. Meeting or exceeding customer needs and expectations has top priority.**
Customers are our reason for being! The customer can be internal (inside state government) or external (outside state government).
2. **Improvement is an ongoing process that emphasizes prevention and problem-solving.** This is a journey! It's a process of continuous improvement during which we constantly ask: "How can we make it better?"
3. **Quality improvement involves all employees, and it requires teamwork.**
This means that union and non-union employees are truly empowered to develop solutions to problems. Employees will become more involved in the decision-making process. A major emphasis will be placed on teamwork. Finger-pointing is replaced by cooperation and mutual respect.
4. **Decision-making at all levels is based on facts and data.** Decisions by intuition and "knee-jerk" reactions

are to be replaced by informed decision. This requires gathering and analyzing data. It calls on people to "peel back the layers" as they explore why a problem may be occurring.

Why Be Involved in Quality

Just as business must change to meet the needs of a global information economy,

so must state government become more

flexible, innovative, and responsive. Our customers, the citizens of Ohio, expect more than the old bureaucratic way of doing things.

The union wishes to be part of the solution. When government does not provide efficient and effective services the image of public service suffers and employees become less valued. Our jobs become jeopardized, Quality permits the Union and employees at all levels to redesign the systems that in the past were designed by management. Quality includes those who are closest to the customer and know the most about the work to improve the services to the customer and to improve the quality of their work life.

Structure

Currently there are two networks that drive Quality:

The Ohio Quality Network

This is a group made up of labor and management representatives from agencies throughout state government. The group meets monthly to discuss:

- How Quality is being used within their agencies.
- How they can share best practices or new ideas from agency to agency.
- How they can support each other in providing guidance to their agencies.

The Union Quality Network

This is a group of union quality coordinators and advocates that meets once a month support the Union's Role in Quality, which is;

1. Design a better system that provides improved public services.
2. Increase workers' voice and involvement.



3. Identify problem areas or prevent serious problems that lead to contracting out or other issues that affect employment security.
4. Develop practices and relationships that provide opportunity to show how the union can add value and contribute to effective government.

Efficiency and Continuous Improvement

The State of Ohio is engaged in an Efficiency and Continuous Improvement Initiative to identify ways to save tax dollars and still provide world-class customer service. One part of this initiative is the Employee Feedback Program. Each Agency encourages its members to submit suggestions that will save money or time, improve processes, eliminate duplication, and improve customer service. Each agency has an Agency Review Team made up of management and labor to review the suggestions and move them forward for investigation and implementation. State employees can make their suggestions through the government website www.efficiency.ohio.gov.

Training

According to the OCSEA Contract, training for all managers, supervisors, employees and union members in the concepts, skills and techniques of the quality processes and procedures will be

conducted at the Employer's expense. This training can be achieved in different ways throughout state agencies.

- New employees should be provided with basic quality training within the first six months of their employment.
- Additional quality training is offered that will prepare employees to work in teams to improve work processes.
- Facilitation training is available for employees who wish to learn this valuable skill.
- Conferences and training events are other ways to improve your quality skills. One of these training events is the Pathways to Excellence Event, sponsored by the Ohio Quality Network three times a year. At these events you will network with other quality advocates, hear speakers talk about new quality initiatives, and attend workshops to learn more about process improvement.

If you are interested in finding out more about involvement in Ohio's quality initiative, please go to the OCSEA Quality WEBSITE at: www.ocsea.org/quality or call 1-800-969-4702 ext. 2614.

OCSEA



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AFSCME Local 11 - AFL-CIO