

UBBN

UNION
BULLETIN
BOARD
NETWORK

390 WORTHINGTON RD.
WESTERVILLE, OHIO 43082
800-969-4702
www.ocsea.org

OCTOBER 31, 2009

- Reach into the Quality Toolbox to
- help generate ideas
 - collect information
 - analyze and display data
 - help reach a consensus
 - assist in prioritizing & planning actions

They can make a big difference in what you accomplish every day.

OPEN THE



Today, everyone is looking for ways to make state government faster, more cost effective, and better for our customers and ourselves.

To do this, we can all leverage the kinds of tools quality professionals have been using for years. These tools can help us achieve our goals on the job and in our union chapters, communities and families.

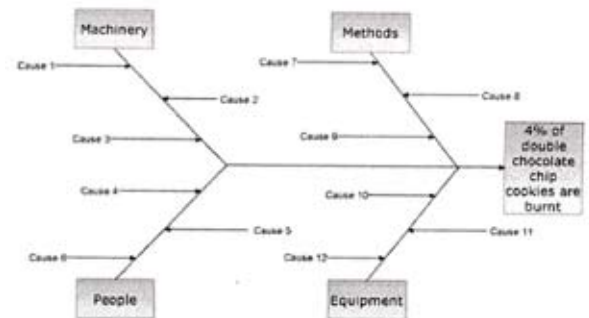
www.ocsea.org/quality

BRAINSTORMING

LIST REDUCTION

ACTION PLANS

CAUSE & EFFECT DIAGRAM



GANTT CHART

Task	Assigned to:	1	2	3	4	5	6	7	8	9
Submit draft for review	Team Leader	█								
Review draft	Review Committee		█	█						
Submit comments	Review Committee			█	█					
Revise manual based on feedback	Team				█	█	█			
Creates camera-ready materials	Team Leader							█		
Print 100 copies of manual	Print Shop								█	
Circulate 100 copies to employees	Team Leader									█