



January 3, 2012

Dear Colleagues,

Continuous process improvement is a studied activity, an art form really, based upon data collection and analysis – the *evidence* that provides a logical framework or a rationale for those activities through which we seek to enhance a process and make it better. Rather than simply *intuit* a difficulty or *imagine* a solution to a problem, we conduct research, make discoveries, and employ findings in new and innovative ways. We know that we need to “pull the thread through” – in other words, data collection and research, in and of themselves, will not serve if we do not connect outcomes with the action of improvement; and, similarly, the attempt to improve a system, without the benefit of measurement and evaluation, will also lend to a certain vapidness.

The data open up to interesting stories – if we let them speak to us and are bold enough to listen objectively. The manner in which we transform those stories into courageous actions is the key.

Many of you are working on interesting projects and have stories to tell, tales that serve as beacons to illuminate our pathways. We want to hear your story and share it with our colleagues. Tell us what you are doing, how you are doing it, and why this work is important. Tell us about your successes and also your stumbling blocks – because we learn as much from our failed attempts as from our successful endeavors.

I look forward to receiving your articles for publication in the QED News by Wednesday, February 15, at the following email address: marianne.dipierro@wmich.edu You may also call me directly at the following number: 269. 387. 8249 if you have questions or concerns.

Sincerely,
Marianne Di Pierro
Editor, QED News