



MESSAGE from THE OFFICE OF THE CHAIR

By Mark Abrams and Marc Berson

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What is value? A quick search for the definition returned: “the regard that something is held to deserve; the importance, worth, or usefulness of something.” So, what does value mean to a member of the Government Division and the American Society of Quality? This was one of our key topics of discussion at the recent Government Division Leadership Strategy Session at the 2018 World Conference on Quality and Improvement (WCQI) in Seattle this year.



Attendees of the Government Division Leadership Strategy Session (from left to right): Harsh Zadoo, Steven Wilson, Brian DeNiese, Marc Berson, Sukumar Rao, Rich Mallory, Kristi Boyett, Mark Abrams, David Eisenberg. Other attendees, not pictured above, included Elmer Corbin, Bill Troy, Eric Hayler, Shruti Patil, Eric Sanchez, Molly Kern, Jeanine Becker, and Cynthia Nazario.



The discussion was vibrant and thought provoking to say the least! We had one of the largest turnouts of attendees in recent memory. We had member leaders representing federal, state, and local governments, including regional governments in Canada. Also, in attendance were several special guests who really helped to shape and drive our conversation throughout the day. We were joined by Bill Troy (CEO of ASQ), Elmer Corbin (current ASQ Chairman), Eric Hayler (past ASQ Chairman), and Steve Wilson (who helped to establish the Government Division). Others who joined us from ASQ Corporate were Eric Sanchez and Molly Kern who led a conversation on business development for ASQ, as well as Cynthia Nazario and Jeanine Becker who demonstrated the new MyASQ website.



So what value can ASQ and the Government Division bring to Government at all levels all over the world? Everyone agreed that Quality means something different in government versus in the private sector, given differences in the emphasis on risk factors, success factors, and other priorities. This translates to our value to government organizations is likely different than ASQ's value to private sector organizations. Areas that were broadly discussed during our strategy session were:

- ASQ and the Government Division taking a greater role in advocating for building quality and performance improvement into public policy
- Taking a “thought leadership” approach to encouraging quality across government organizations and perhaps moving away from a “tools-specific” approach
- Encouraging and leading a greater dialogue on the successes and failures of quality in government



So, what did the attendees of WCQI think about our topics of discussion?



Government Division Leadership Council Members at the 2018 WCQI Division Booth (from left to right): Shruti Patil, Marc Berson, Mark Abrams, Brian DeNiese, Kristi Boyett, Harsh Zadoo, Sukumar Rao, and David Eisenberg.

In our many conversations with WCQI attendees from various levels of government in the U.S. and abroad, there was overwhelming support. One of the topics that resonated most was the sharing of successes and failures of building a quality and performance improvement culture in government. People are genuinely excited about presenting their experiences and stories through webinars and articles that our Division can share through our communication channels. It was amazing to hear of so many successes of quality implementation across U.S. and international governments. The comments are always the same though - success in government is not represented to the extent that it should be.

So where do we go from here? Our leadership team is continuing to work hard in picking up on great examples of government focusing on quality and performance excellence, and improving how we share these stories. We are also partnering with the leadership at ASQ headquarters on a variety of initiatives to bring greater visibility to the public sector and to jointly rethink how we can deliver better value and an improved member experience. We have an energetic and dedicated leadership team that is helping to drive our vision going forward. The more voices representing quality in government that we have working with us, the more successful we will be in accomplishing our goals. **Why don't YOU join us also?** Please reach out to any of us on the Government Division Leadership Council. Our contact information can be found at <http://asq.org/gov/about/leadership-gov.html>.