



## **Total Quality Management - Sometimes all you have to do is ask for a better solution**

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Sometimes, when we look for approaches to help our clients get more from services we deliver, it's all about seeing issues in a different perspective.

Recently, we've tapped into expertise from one of our management team. His work in planning and process for manufacturing companies and TQM, have helped in unusual ways:

### **Working Smarter**

You can just imagine hearing yawns in an audience when TQM -Total Quality Management gets mentioned. But when Tom Tabosky, our resident expert in the field, showed that by accepting feedback from some of the security officers and instituting several cost-free changes they'd suggested, a client's workers did their jobs better, faster, and with less errors - it just made sense.

Tabosky explained how in one case, just by interviewing the access control guards he found they'd already come up with better ways to handle security for the morning shift... Up to that point no one had asked for their observations.

They knew the 15-minute period during which there were the largest number of cars entering the parking fields (and it wasn't just before the shift began, but 28 minutes prior). They knew which service techs couldn't back up a truck even into oversized spaces. They knew who ought to be using a cane or other assistive device walking in the parking area to avoid slipping during inclement weather, but refused to park in the "handicapped" spots.

Response: a supervisor now assists at the gate during the busiest times and helps keep traffic flowing into the parking field quickly and safely. This has saved many of the workers as much as two minutes. For the company, it helps assure that the shift is fully staffed at start-time. For the techs, once management was aware of the back-up issue, they had back-up cameras installed on all the service vehicles, saving time and helping prevent accidents on-premises.

For the people who didn't want to be considered "disabled", management requested assistance from the HR team. They offered some "reserved" parking spots and then gave special small bumper stickers to those who could most benefit from this easier access. It seemed to work and minimized potential liability from slips and falls.

Although adopting a TQM approach may not always have outstanding results, it is still worth considering incorporating into how we work with security officers in the field.

Tabosky shared a summary of some of the TQM approaches that are worth keeping in mind.

### **Get better work**

With TQM, you get more productivity out of the workers, as well as tending to keep the good workers. An effective supervisor with a good team is more likely to satisfy these "internal customers."

### **Empower workers**

These people are our "internal supplier" and by empowering them, allowing them to contribute to decisions on things that they can control, we take the burden off supervisors, further motivating these internal suppliers to do better work.

And, if the above doesn't strike a chord, consider: Continuous improvement.

There can always be improvements. Certainly, the competition is improving, so we take the need to strive seriously - so we can help you stay ahead of the game!

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