

December 13, 2024
Invitation from
ASQ Innovation Division
Virtual Webinar

DATE:

Friday,
December 13, 2024

This is a virtual/online
webinar via Webex. Log-in
information will be provided
on the registration
confirmation email.

Time: 10:00 - 11:00am PST

(check website to confirm time)

**Cost: No charge for ASQ
members and non-members**

**[Advance registration](#) is
required.**

Attendance at this webinar earns
RU credit toward ASQ
recertification.

More information about ASQ's
Innovation Division is available
[here](#).

For more information about our
ASQ section and other upcoming
events: www.asq614.org/ or our
[myASQ community site](#).

Continuous Improvement is a Mobius Strip



Grace Duffy

CMBB, CMQ/OE, CQA, CQIA, CSSGB
President of Management and Performance Systems

As quality professionals, we often work with the PDCA or DMAIC improvement cycles. These are excellent techniques. But working with them in a vacuum does not always get us to our goal.

The Mobius strip illustrates the never-ending process of improvement. Activities associated with the Macro, Meso, Micro, and Individual "QI" levels are drivers along a Mobius Strip of continuous improvement. At the Macro level, a systems perspective guides senior leadership to define the mission and vision of the organization. Advanced quality tools enable strategic identification of internal and external requirements at the Meso level. The Meso level contains the program planning and deployment that translate strategic vision and long-range outcomes into local projects or activities for specific agency needs. The Micro level encompasses projects and programs instituted at the functional unit level.

Feedback at all levels enables agility in anticipating internal and external change. The constant folding in of feedback from macro, meso, micro, and individual activities gives government agencies valuable advanced intel to meet the changing needs of constituents.

Join us in discussing the value of aligning quality activities using feedback across all agency levels.

About the speaker: Grace Duffy provides services in organizational design, process improvement, leadership, and quality. She is the author of several books including "The Quality Improvement Handbook", "The Executive Guide to Improvement and Change", "Executive Focus: Your Life and Career," and "Modular Kaizen: Dealing with Disruption, Tools and Applications for Starting and Sustaining Healthy Teams."

Grace uses her experiences as President, CEO and senior manager to assist organizations and individuals in performance excellence. She is a keynote and conference speaker and a coach and mentor to senior leaders in large corporations as well as entrepreneurs, focusing on strategic alignment of individual skills to organizational outcomes.

Grace is a member of ASQ, ATD, and ISPI. She is an ASQ Fellow, 2014 recipient of the ASQ Distinguished Service Medal, Quality Magazine's 2014 Quality Person of the Year, and the 2016 Milflora M. Gatchalian Medal for International Women of Quality recipient from the Asia Pacific Quality Organization.