

Supporters and Sponsors





**Australian Organisation for  
Quality- Inc**



## **Introduction and Welcome**

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**Chief Executive Officer**

**Australian Organisation for Quality Queensland Inc**



# Australian Organisation for Quality- Inc



- ▶ A Not-for-Profit Member-Based Incorporated Association with Regional Centres and Divisions
- ▶ Not for Profit
- ▶ Memberships
  - ▶ Individual
  - ▶ Corporate
  - ▶ Professional
  - ▶ Honorary

## Why AOQ-QLD® exists?



- ▶ AOQ exists to service its members' needs.
  - ▶ Networking opportunities
  - ▶ Training / Forums / Conferences
  - ▶ Value-for-money consulting
  - ▶ Value-for-money auditing services
- ▶ A lobbying force with Government for QUALITY and Business Improvement.
  - ▶ “How many votes?”

- ▶ Access to a wide range of people in quality and middle to senior management
- ▶ Provide up-to-date training in management issues as well as quality topics
- ▶ A network of consultants, trainers and auditors
- ▶ AOQ-QLD® is third party certified to ISO 9001
  - ▶ **We Walk the Talk !**

- ▶ Personal Awards – Queensland
  - ▶ M J Ahern Medal - Outstanding contribution to quality in Queensland
  
- ▶ Gold Award for Business Excellence
  
- ▶ Representation on Standards Committees
  
- ▶ eZine - electronic magazine
  
- ▶ Represents many industries and disciplines

- ▶ AOQ operates on voluntary labour.
- ▶ AOQ training programmes need to spread out from just quality issues.
- ▶ Quality as a profession has virtually died out - quality is now everyone's business.

- ▶ Reduces programme development and maintenance.
- ▶ Reduces number of players in a crowded market.
- ▶ Partners combine the small number of registrants so that fuller classes are generated.
- ▶ The process becomes more economical.
- ▶ Agreements/Arrangements include:
  - ▶ Training
  - ▶ Consulting
  - ▶ Auditing
  - ▶ Gold Award



- ▶ Commercial Trainers
- ▶ Commercial Consultants and Auditors
- ▶ RMIT
- ▶ Melbourne University
- ▶ The University of Queensland
- ▶ Griffith University
- ▶ QUT
- ▶ Monash University
- ▶ Certifying Bodies - Gold Award
- ▶ International Quality Associations
  - ▶ NZOQ
  - ▶ ASQ

- ▶ Grouping individual members by a common interest across States
  - ▶ Aerospace
  - ▶ Lean Six Sigma
  - ▶ Energy Conservation
  - ▶ Entrepreneur
  - ▶ Pharmaceutical and Medical Devices
  - ▶ Aged Care

- ▶ Administration
- ▶ Meeting arrangements
- ▶ Web Page
- ▶ E-Mail broadcasts
- ▶ E-Bulletin Board
- ▶ E-Blog
- ▶ Organise events eg member nights, conferences, breakfast meetings

- ▶ **Regular Committee Meeting (eg bimonthly)**
- ▶ **Communicates with Council representative**
- ▶ **Generates a list of networking opportunities**
- ▶ **Sources new members**
- ▶ **Generates its Logo**
- ▶ **Provides Material for:**
  - ▶ **Web Page**
  - ▶ **eZine**
  - ▶ **Online Library**
  - ▶ **E-Mail broadcasts**
  - ▶ **E-Bulletin Board, E-Blog**
  - ▶ **Breakfasts and Net-working opportunities**
  - ▶ **Council Meeting 3rd Wednesday of each month**
- ▶ **Provides list of relevant standards to Administration**
- ▶ **Provides advice on Government funding**

- ▶ Grouping members by geographical locations within a state
  - ▶ **Townsville**
  - ▶ Rockhampton
  - ▶ **Sunshine Coast**
  - ▶ Gold Coast
  - ▶ **Melbourne**
  - ▶ Sydney
  - ▶ **Perth**

- ▶ Recognise and encourage organisations to achieve business excellence
- ▶ Meet specific criteria based on tow International Standards
- ▶ Award is Third Party certified
- ▶ Entrants must be third party certified by an agency accredited by JAS-ANZ or third party certified by industry specific accreditation associations recognised by the Australian Government
- ▶ Applications for 2010 close on July 31

## Criteria from AS/NZS ISO 9004:2000

- ▶ Customer Focus
- ▶ Leadership
- ▶ Involvement of People
- ▶ Process Approach
- ▶ System approach to Management
- ▶ Innovation and Continual Improvement
- ▶ Factual Approach to Decision Making
- ▶ Mutually Beneficial Supplier Relationships

The Peak Industry Advisory Council is a community based group that provides timely advice to the member elected Council of the Australian Organisation for Quality-Queensland Inc on a wide range of issues



- ▶ Advise on
  - ▶ Vision for AOQ
  - ▶ Gold Award for Business Excellence – eligibility, assessment
  - ▶ Divisions
  - ▶ Customer Service and Industry Feedback
  - ▶ Industry needs and Membership.
  - ▶ Theme for the following AOQ year
  - ▶ Training and education needs for industry
  - ▶ Sponsorships
  - ▶ Speakers
  - ▶ Input to Industry Standards
  - ▶ Personal Awards

## Membership

- ▶ Chair - Patron
- ▶ D-Chair - AOQ-QLD® Chair
- ▶ Government – State and Local
- ▶ Business
- ▶ Consulting
- ▶ Academia
- ▶ Auditing
- ▶ Industry Association (s) eg AIG, Commerce Qld

- ▶ Lean Six Sigma Practitioners
  - ▶ Yellow,
  - ▶ Green,
  - ▶ Black and
  - ▶ Master Black Belt
- ▶ Details are at: [www.aq.org.au/registers.htm](http://www.aq.org.au/registers.htm)

- ▶ Systems Auditors QMS and EMS
- ▶ Energy Conservation Auditors
- ▶ Consultants
- ▶ Trainers
- ▶ Lean Six Sigma Practitioners
  - ▶ Green,
  - ▶ Black and
  - ▶ Master Black Belt
- ▶ Details are at: [www.aq.org.au/registers.htm](http://www.aq.org.au/registers.htm)

- ▶ Sponsoring projects and providing prizes and sponsorships with all 4 Brisbane based Universities.
- ▶ Providing mentors (members) for University students
- ▶ Partnering with Monash University in Lean Six Sigma programs
- ▶ Providing sponsorship, mentors and judges for Griffith Innovation Challenge.
- ▶ Providing presenters for Engineering and Business programs at Universities (Undergraduate and Post Graduate)

## Which Universities?



- ▶ Monash co-hosted Lean Six Sigma Conferences for three years
- ▶ UQ co-hosts Business Conference
- ▶ QUT co-hosts Pharma Conference
- ▶ Griffith co-hosts Aged Care Conference
- ▶ Bond co-hosts of Energy Conference
- ▶ University of Southern Queensland (sponsorships)

- ▶ Federal Government Programme:
  - ▶ Registered Tailored Advisory Service (TAS) Consultant
- ▶ State Government:
  - ▶ EPA on Energy Auditing
  - ▶ BiiG (Business Improvement in Government network)
- ▶ RTO (Registered Training Organisation) for Competitive Manufacturing III and IV and Frontline Management with emphasis on:
  - ▶ Health
  - ▶ Energy
  - ▶ Manufacturing

- ▶ **Queensland Department of Housing**
- ▶ **Kedron Wavell Services Club**
- ▶ **Queensland Department of Health**
- ▶ **Griffith University**
- ▶ **Brisbane City Council**
- ▶ **Howell Facilities**
- ▶ **Queensland Department of Education and the Arts**
- ▶ **Cell Consultancy, Mackay**
- ▶ **Maunsell Australia Pty Ltd**
- ▶ **Charles Porter & Sons Pty Ltd, Mackay**
- ▶ **Rowen Meyer Associates**
- ▶ **Sunshine Orthopaedic Services**
- ▶ **Clean Air Australia Pty Ltd**
- ▶ **Gladstone Regional Council, Gladstone**
- ▶ **Think Pharmacy**



- ▶ **Purpose ?**
- ▶ **Needs to find its niche.**
  - ▶ **Small to Medium Business**
  - ▶ **Conduct “different” events**
  - ▶ **Awards for Lean Six Sigma practitioners?**
  - ▶ **Training to internationally recognised competencies**

- ▶ Training and competency of Lean Sigma experts varies considerably across Australia
- ▶ ASQ – American Society for Quality has a Body of Knowledge, which provides some assessment for competency

*A participant can develop a project to be reviewed by an ASQ committee and then can sit the (multiple choice) examinations to obtain a Black belt, for example. This could follow a training period and possibly an RPL (Recognition of Prior Learning) process to reduce the training cost*

- ▶ **AOQ-QLD® as Champion**
- ▶ **AOQ-Lean Six Sigma Division as Host**
- ▶ **Facilitator - RABQSA**
- ▶ **Minitab**
- ▶ **NAB**
- ▶ **Quality Associates International South East**
- ▶ **Pragmatic Improvement**
- ▶ **SAI Global**
- ▶ **Segla**
- ▶ **SGS**
- ▶ **Snowden Group**
- ▶ **Refer <http://www.rabqsa.com/docs/downloads/ISD01.pdf>**



Competency Unit:

RABQSA-SSB – Six Sigma Black Belt

Effective date: 1 October 2007

Competency	Performance Criteria	Evidence Guide
1: Lead DMAIC (Define, Measure, Analyze, Improve, Control) Projects – Apply Leadership	1.1: Understand leadership responsibilities in the deployment of Six Sigma: <ul style="list-style-type: none"> <li>• Providing resources</li> <li>• Managing change</li> <li>• Communicating ideas</li> </ul>	Describe the responsibilities of executive leaders and how they affect the deployment of Six Sigma in terms of providing resources, managing change, and communicating ideas.  Describe various techniques for facilitating and managing organizational change.
	1.2: Describe and identify organizational roadblocks: <ul style="list-style-type: none"> <li>• Lack of resources</li> <li>• Management support</li> <li>• Recovery techniques</li> <li>• Change management techniques</li> </ul>	Describe the impact an organization's culture and inherent structure can have on the success of Six Sigma, and how deployment failure can result from the lack of resources, management support, etc.  Describe various techniques to overcome these barriers.
	1.3: Use team formation theories: <ul style="list-style-type: none"> <li>• Team types and constraints</li> <li>• Team roles</li> <li>• Team member selection</li> <li>• Launching teams</li> </ul>	Describe techniques that motivate team members and support and sustain their participation and commitment.  Facilitate a team through the classic stages of development: forming, storming, norming, performing and adjourning.
2: Lead DMAIC Projects – Manage Projects	2.1: Define benchmarking, performance and financial measures: <ul style="list-style-type: none"> <li>• Best practice</li> <li>• Competitive</li> <li>• Collaborative</li> <li>• Score cards</li> <li>• KPI's</li> <li>• COQ</li> <li>• ROI</li> <li>• NPV</li> </ul>	Define and distinguish between various types of benchmarking, including best practices, competitive, and collaborative.  Define various business performance measures, including balanced scorecard, key performance indicators (KPIs), and the financial impact of customer loyalty.  Define financial measures, such as: revenue growth, market share, margin, cost of quality (COQ), net present value (NPV), return on investment (ROI), and cost-benefit analysis.

## An Example of Black Belt Competency

1: Lead DMAIC (Define, Measure, Analyze, Improve, Control) Projects – Apply Leadership

### Performance Criteria

- 1.3:** Use team formation theories:
- Team types and constraints
  - Team roles
  - Team member selection
  - Launching teams

### Evidence Guide

- ▶ Describe techniques that motivate team members and support and sustain their participation and commitment.
- ▶ Facilitate a team through the classic stages of development: forming, storming, norming, performing and adjourning.

**How many competencies are there?**

## **Yellow Belt**

Seven (7) competencies.

## **Green Belt**

Seven (7) competencies.

## **Black Belt**

Nine (9) competencies.

The competencies build on each other.

Where do you find these competencies?

Yellow Belt

[www.rabqsa.com/docs/downloads/TCD67.pdf](http://www.rabqsa.com/docs/downloads/TCD67.pdf)

Green Belt

[www.rabqsa.com/docs/downloads/TCD69.pdf](http://www.rabqsa.com/docs/downloads/TCD69.pdf)

Black Belt

<http://www.rabqsa.com/docs/downloads/TCD68.pdf>

Can be linked from [www.aoq.org.au/six-sigma.htm](http://www.aoq.org.au/six-sigma.htm)

- ▶ **Use for Minimum Competencies**
- ▶ **From Trainee**
  - ▶ **Comparison among individuals**
  - ▶ **Comparison of Course provided**
  - ▶ **Basis for RPL to reduce training costs**
- ▶ **From Potential Employer**
  - ▶ **Discriminate between Applicants**
  - ▶ **Determine what in-house training might be required**
  - ▶ **Discriminate between Providers**
  - ▶ **Basis for RPL to reduce training costs**
- ▶ **From Training Provider**
  - ▶ **Basis for Developing Training Programs**
  - ▶ **Basis for RPL to reduce training costs**
  - ▶ **Basis for Benchmarking training programs**



**AOQ-QLD® is a vibrant multi-disciplined organisation going places.**

**What about the Lean Six Sigma Division?**

**The future is in your hands**



**Thank You**



**Questions ??????????????**

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