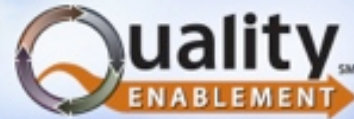


**A Better
Workplace ...**



Enable Your Workers ...

**... And They'll Amaze You
with What They Can Do.**

***Discussion with NYSPIN
18 April 2016***

Every Year ...

... at GSI Commerce / eBay Enterprise, the #1 complaint on the Employee Engagement Survey was ...

“It’s hard to get things done around here.”

And every year ... nothing changed.

I made it my mission to solve that problem.

Question

What's it like where you work?

→ *What gets in the way of a productive day?*

What We Believe

Why We Do It

We believe that workers deserve a workplace where they:

- Put in a productive day at work, and
- Leave with a feeling of accomplishment, knowing that ...
- They accomplished something meaningful to themselves and valuable to their employer.

Too often, that isn't what happens

- And that's the problem we've solved.

Why Our Clients Care

We also believe that employers deserve a workforce with maximum:

- Efficiency and
- Effectiveness,

Which typically leads to:

- Reduced costs,
- Increased profit,
- Improved staff engagement,
- Improved customer satisfaction,
- ...

Why Does It Matter?

- **Multiple studies ... here are just some of the findings:**
 - Gallup's [State of the Global Workplace](#): *US and Canada workers*
 - 29% engaged / 54% not engaged / 18% actively disengaged
 - [Enterprise Engagement Alliance](#):
 - "... employee disengagement ... cost(s) the US economy as much as 350 billion dollars per year in lost productivity, accidents, theft and turnover."
 - 2012 Towers Perrin Global Workforce Study:
 - Operating margins -
 - ❖ Over 27% for high-engagement firms;
 - ❖ Under 10% for low engagement firms
 - [The Future Foundation Global Study](#):
 - U.S. is devoting \$105 billion a year to correcting problems associated with poor hiring and people management practices – 1.05% of the total U.S. GDP

Quality Enablement Framework

QE Score

Each **Dimension**:

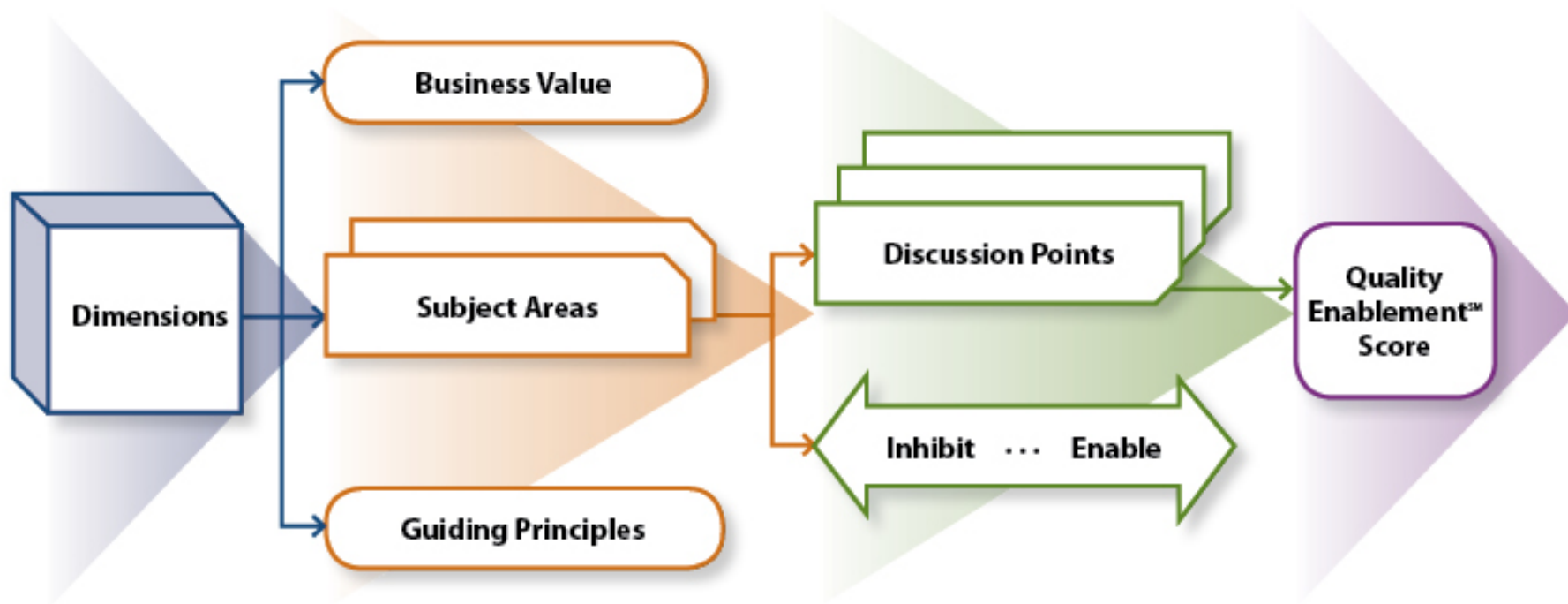
- Drives **Business Value**
- Contains **Subject Areas**
- Is improved using **Guiding Principles**

Each **Subject Area**:

- Includes **Discussion Points**
- Can **Inhibit** or **Enable** quality

Each **Discussion Point**:

- Can be scored individually
- Scores aggregate to a **Quality Enablement score**

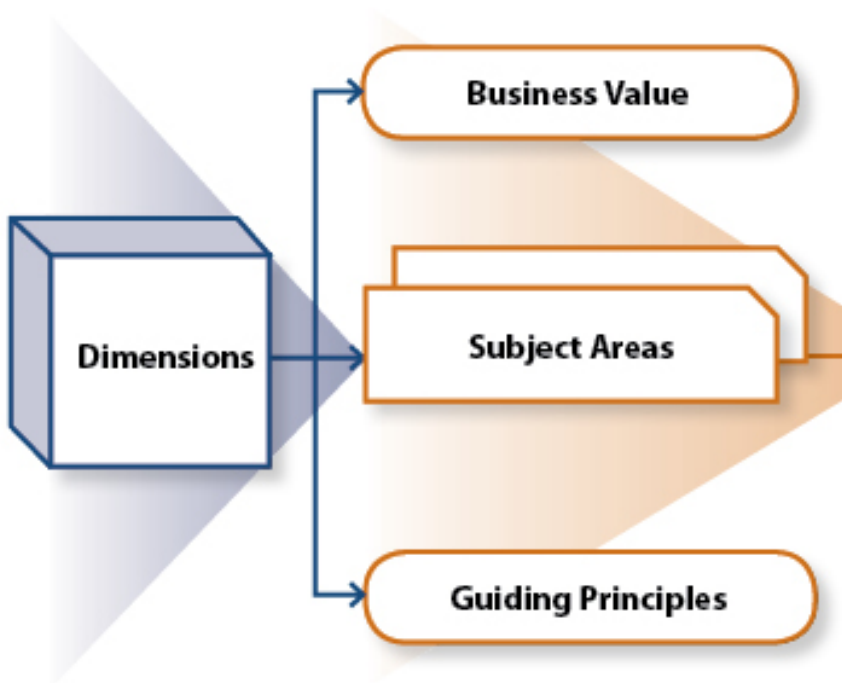


Quality Enablement Framework

QE Score

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Note: The details of the QE Framework and QE Cycle are available at:

qualityenablement.com/abw/

Quality Enablement Framework

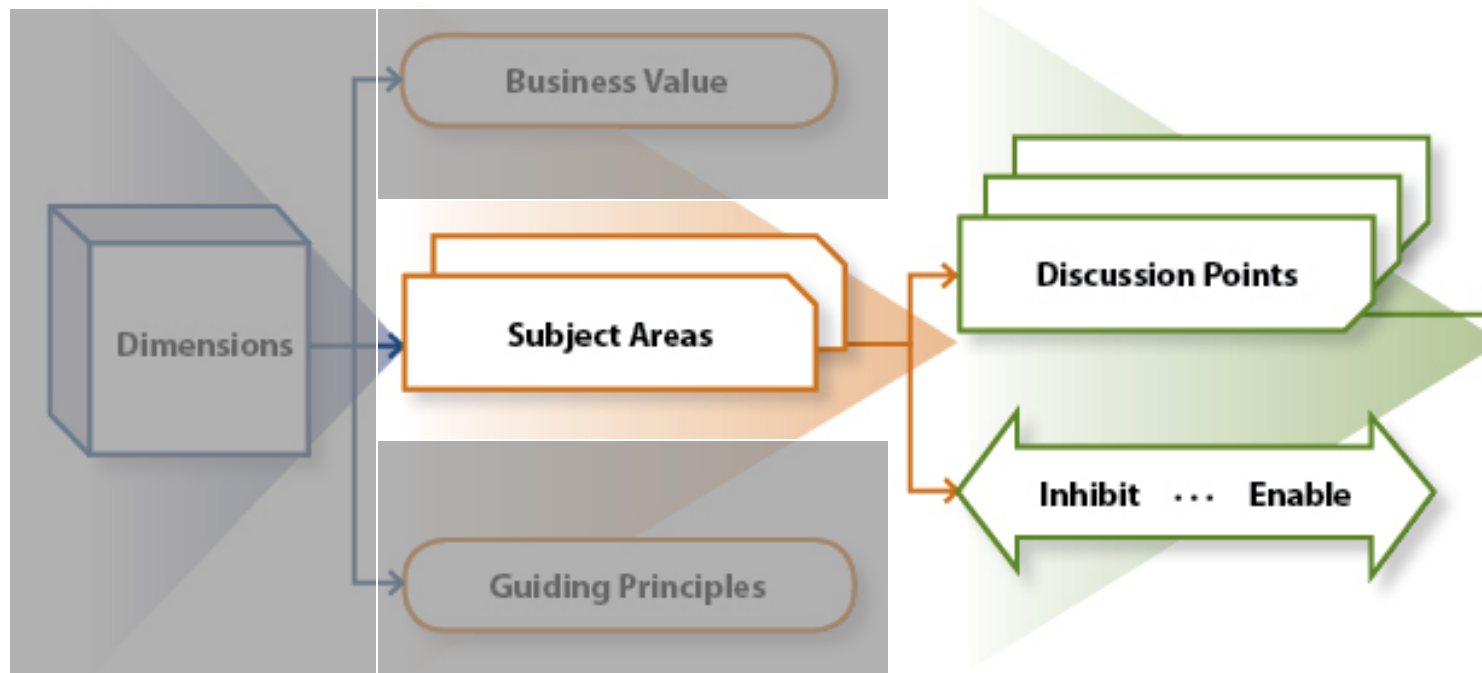
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Quality Enablement Framework

QE Score

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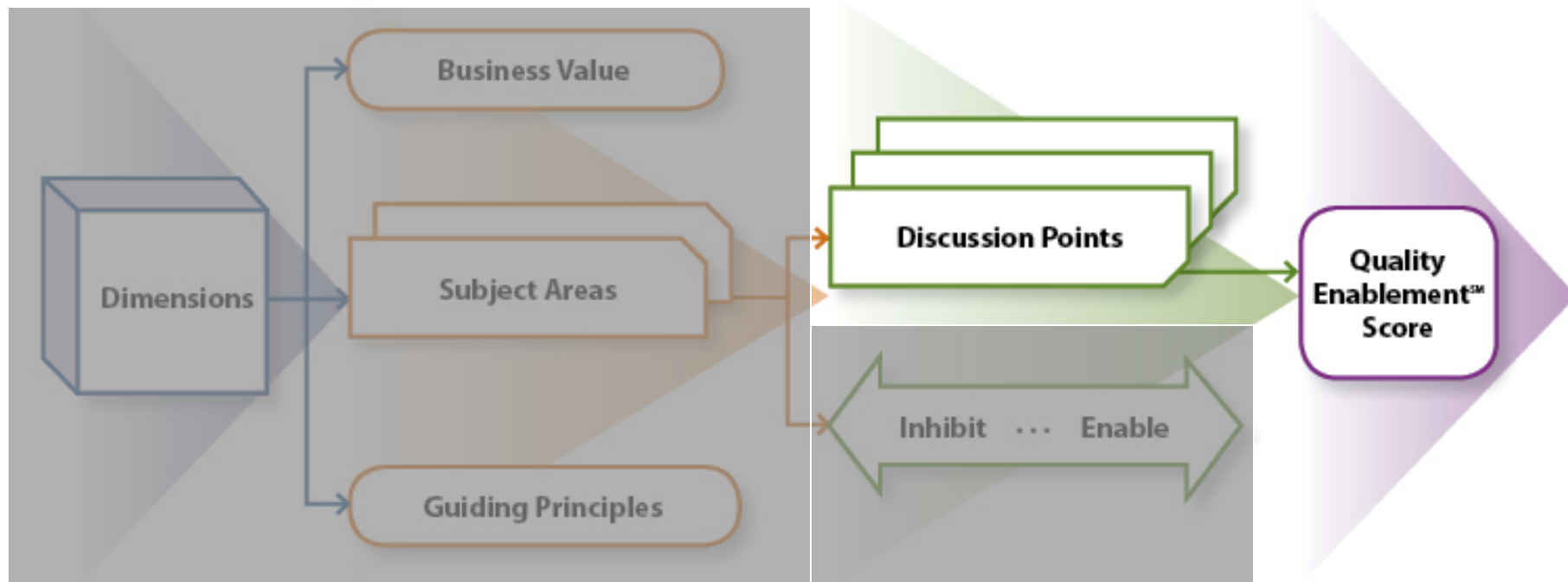
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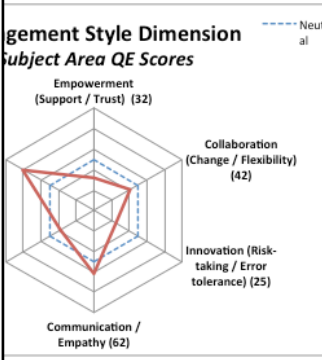
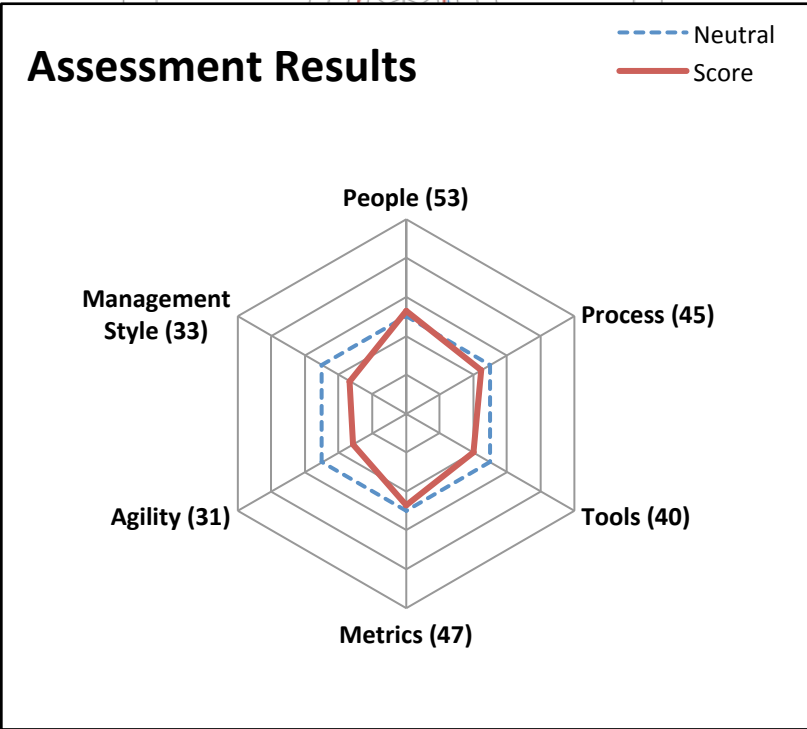
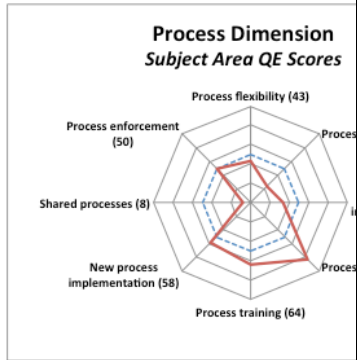
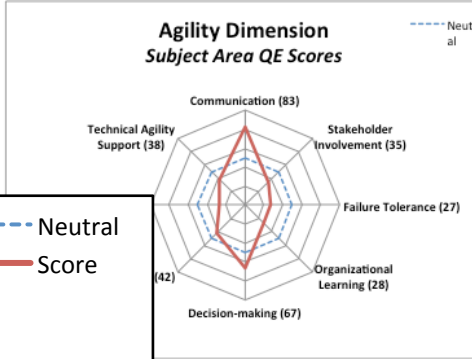
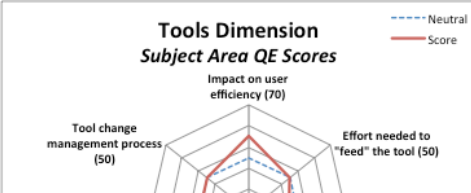
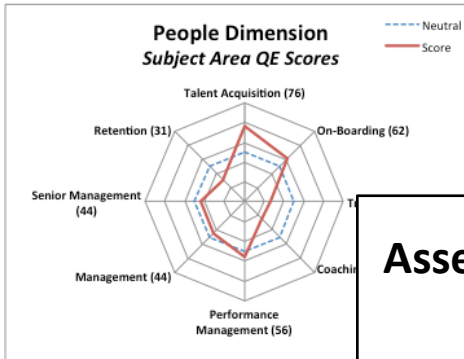
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Quality Enablement Score



- **Subject Areas:**

- Talent Acquisition
- On-Boarding
- Training Program
- Coaching / Mentoring
- Performance Management
- Management
- Senior Management
- Retention

- **Subject Areas:**

- Process flexibility
- Process metrics
- Continuous improvement
- Process documentation
- Process training
- New process implementation
- Shared processes
- Process enforcement

- **Subject Areas:**

- Impact on user efficiency
- Effort needed to "feed" the tool
- Adaptability to process change
- Tool training
- Degree of acceptance by users
- New tool selection process
- Tool change management process

- **Subject Areas:**

- Metrics purpose
- Metrics definition & communication
- Data collection process
- Metrics presentation

- **Subject Areas:**

- Communication
- Stakeholder Involvement
- Failure Tolerance
- Organizational Learning
- Decision-making
- Process Oversight
- Adoption Support
- Technical Agility Support

- **Subject Areas:**

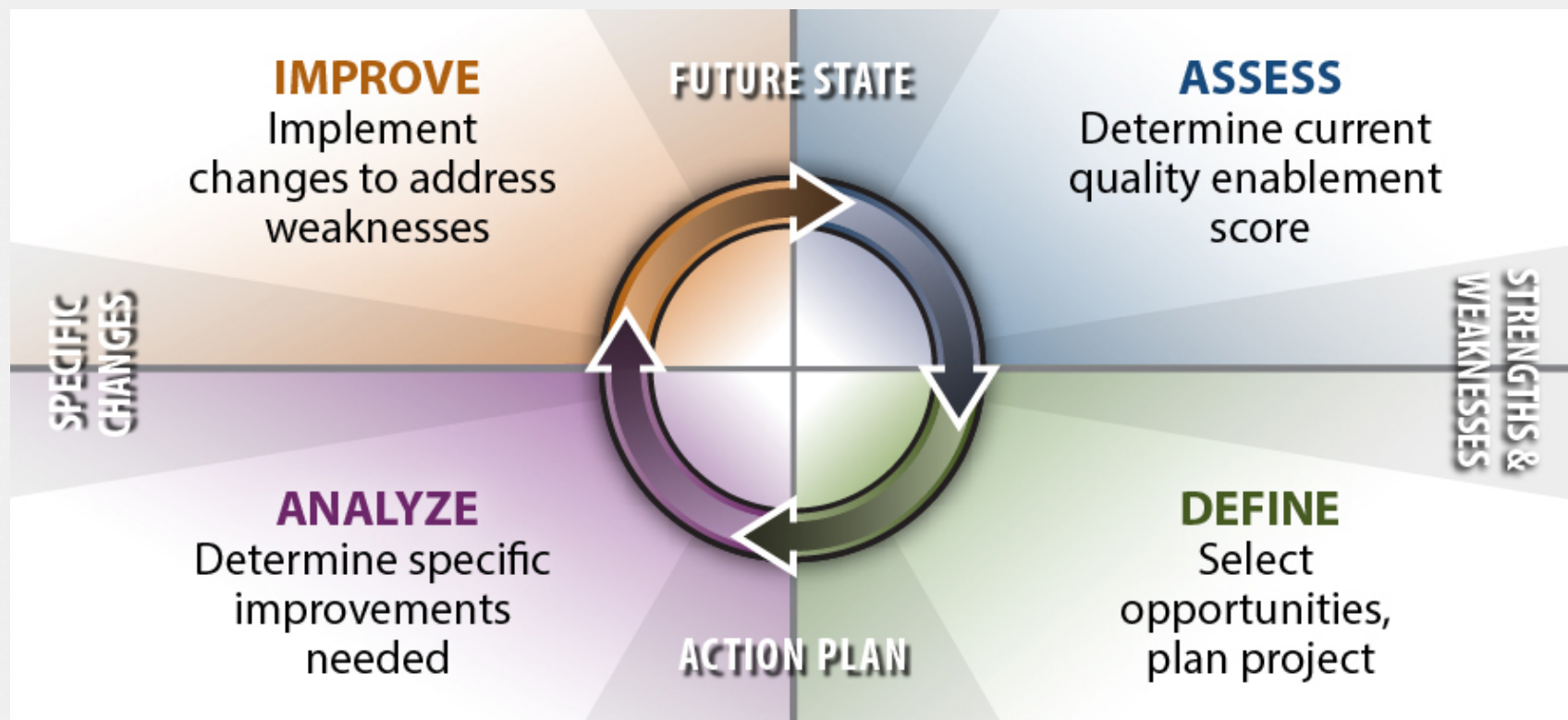
- Empowerment (Support / Trust)
- Collaboration (Change / Flexibility)
- Innovation (Risk-taking / Error tolerance)
- Communication / Empathy
- Motivation (Credit / Fear)
- Integrity

Value at the Edges

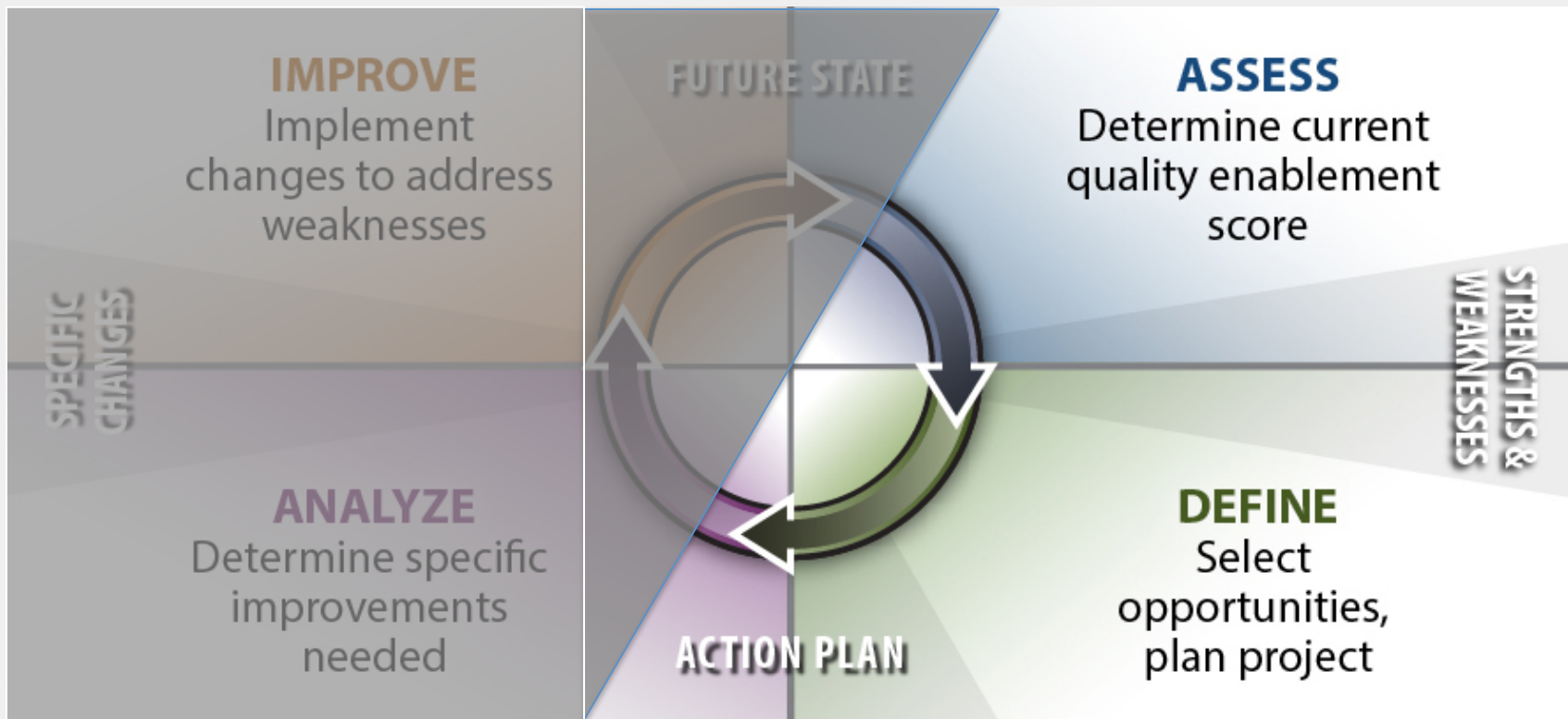


Enable	Enhance
People & Process	Effectiveness
People & Tools	Efficiency
People & Agility	Responsiveness
People & Management Style	Productivity
Process & Tools	Throughput
Process & Metrics	Continuous Improvement
Process & Management Style	Flexibility
Tools & Metrics	Answers
Tools & Agility	Proficiency
Metrics & Agility	Adaptability
Metrics & Management Style	Awareness
Agility & Management Style	Innovation

Quality Enablement Cycle



Quality Enablement Cycle



Lessons Learned (so far)

- **Tools come in unexpected forms**
- **Early assessment discussions are more closed than later discussions**
- **Management and Staff often have conflicting views**

If Interested ...

- **My goal is for you to be able to do this on your own, with some free help**
 - **WIIFY:**
 - Guided learning through existing blog entries
 - Email and phone support, as needed
 - Access to latest artifacts
 - **WIIFM:**
 - Ideas to help me put together an education program
- **If interested, leave me your business card, and I'll get you started**

“Things do not happen. Things are made to happen.”

John F. Kennedy

Questions?

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ABetterWorkplace.info
www.QualityEnablement.com