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Goldratt Broadcast Concludes: 50,000 people in 24 countries take part

Twenty people gathered at **Fanshawe College's** state of the art facility to participate in the live, interactive satellite broadcasts with **Dr. Eliyahu M. Goldratt**. Others joined in at 500 similar sites and 1000 companies downloaded the broadcast for their internal, private use.

Bob Merrow of **Fanshawe College** knew he had a good product when he booked the Goldratt broadcast. After a less than anticipated initial booking response, he enlisted the assistance of **Process Quality Associates**.

PQA designed marketing material, faxed it out to key personnel in its database, and followed up with personal phone calls. Fanshawe College got a fully booked seminar series.

Dr. Goldratt, a physicist, has applied the principles for studying physical systems to the operations of organizations. The management system he developed has become known as the **Theory of Constraints (TOC)**.

The application of this theory to production problems has become legendary since the publication of Dr. Goldratt's book, **The Goal**. Since then, **TOC** has expanded and been applied to all areas of organizations.

When asked what those who didn't attend missed, Bob Merrow said "practical solutions to everyday problems in production and managing people".

One attendee commented "It will definitely change the way we do things which will save us a lot of money. I only wish our top management had been there".

Process Quality Associates is proud to have participated in this broadcast. **PQA** looks forward to communicating to its clients the opportunities that are available through the **Theory of Constraints**.

I'm Out of Control !

"Bernie, you may have an out-of-control situation here" my boss said. He pointed to the number.

"We've never had so many people register for a seminar before. Why don't you do an **8D** on it and present it at our next Tuesday morning meeting".

8D is a technique used usually to determine the root cause of a problem and to determine the best course of action. Thankfully, Glenn was asking me to find the **cause of a success** to determine if there are ways to assure it continues happening.

Still, I was still dismayed at having to do the **8D**. I had never done an **8D** and didn't know where to start. "The first thing to do", Glenn said, "...is form a team".

Another thing I had to do was to actually make up the control chart to prove whether the process was really out-of-control. I wasn't totally sure how to do that either. Monday night I took the data home and worked on my control chart.

Tuesday morning I presented my results as far as I could take them. My attempt was well received. The victory for me wasn't in the results. My victory was in pushing through in an unfamiliar and un-inviting task. I may even get to like taking on challenges!

Do you have challenges you are reluctant to face? Don't be intimidated. The first step is "Form a team".

Upcoming Quality Workshops

- ◆ **Introduction To ISO 9000, QS-9000**
St. Catharines June 1 \$250
- ◆ **Internal Quality Auditor Training**
St. Catharines June 2,3 \$625
- ◆ **Quality Assurance Tools and Techniques**
Mississauga June 16 \$325
- ◆ **Problem Solving and Trouble Shooting**
Mississauga June 17 \$325