Quality Lessons from Star Trek Next Generation

Gene Rogers
Six Sigma Black Belt
Quality Engineer
Malcolm Baldrige Examiner
Quality Lessons from Star Trek Next Generation

Nothing speaks to the future quite like Star Trek!

- Flip Phones
- Computers
- Wide Screen display
- Automatic doors
- eBooks
- iPad
- Com-Badge
- Anti-matter
- Warp-drive

How a Star Trek fiend, The BORG, can give us inspiration
Who are “The Borg”?
Quality Lessons from Star Trek Next Generation

- Recognition of distinctive characteristics
- Rapidly adapt to any situation
- Threat recognition
- Constantly in pursuit of perfection
- Collective consciousness – the Group Mind
Quality Lessons from Star Trek Next Generation

How do organizations create a “collective consciousness”?

- Vision Statement
- Corporate Mission
- Expressed Values
- Quarter/Annual Goals
- Performance Plans & reviews

Lack Daily Visibility
Not Real-time/Near time
Little, if any, Direct Feedback
Not Immediately Actionable
No group Accountability
Quality Lessons from Star Trek Next Generation
Creating a Collective Consciousness
Quality Lessons from Star Trek Next Generation
Creating a Collective Consciousness

What to do
What success looks like
Where to go
How to get there
How long it will take
Quality Lessons from Star Trek Next Generation
Creating a Collective Consciousness

Visual Management

**Traditional:** increase the efficiency and effectiveness of a process by making **the steps** in that process more visible

**Suggestion:** increase the efficiency and effectiveness of a process by making **the outputs** of that process more visible
Quality Lessons from Star Trek Next Generation
Creating a Collective Consciousness

Making it Work in a Service Business

- Transparency
- Understanding
- Action
- Public Accountability
- C-Suite Participation
Service Output Measurements

I Chart of Achieved Request SLA

I Chart of HDI Customer Satisfaction Index
## Service Output Measurements

<table>
<thead>
<tr>
<th>Service</th>
<th>Service Owner</th>
<th>Incident SLA (Goal=90%)</th>
<th>Request SLA (Goal=98%)</th>
<th>HDI CSI (Goal=95%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Nov-14</td>
<td>12-Month</td>
<td>Nov-14</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>Data Center Networking</td>
<td></td>
<td>2</td>
<td>50.0%</td>
<td>40</td>
</tr>
<tr>
<td>Desktop Support</td>
<td></td>
<td>191</td>
<td>83.8%</td>
<td>2468</td>
</tr>
<tr>
<td>Enterprise Data Storage</td>
<td></td>
<td>1</td>
<td>0.0%</td>
<td>14</td>
</tr>
<tr>
<td>IT Service Support (8-HELP)</td>
<td></td>
<td>288</td>
<td>92.4%</td>
<td>3443</td>
</tr>
<tr>
<td>Mailing Lists</td>
<td></td>
<td>3</td>
<td>100.0%</td>
<td>93</td>
</tr>
<tr>
<td>Network Services</td>
<td></td>
<td>139</td>
<td>92.1%</td>
<td>3373</td>
</tr>
</tbody>
</table>
More to learn from the Borg

- Rapidly adapt to any situation
- Threat recognition
- Recognition of distinctive characteristics
- Constantly in pursuit of perfection

Competitive Advantage

Live long and prosper. Beam me up!
Questions