

If I had to choose the one thing that I value most about ESC-US, and the reason I volunteer my time as a board officer, it would be: **There is wisdom in this group!**

I am excited to facilitate the first call of the year. While the topic will benefit our affiliate mightily, I am confident that everyone who participates will take away an idea, or several, that can improve your affiliate as well. And when you have a topic you'd like to have addressed, please let our Chair, Darlyne Koretos, know.

Join us January 17, 2:30pm (ET)

Conference line: Dial-in number (US): (605) 313-4394, Access code: 370477#

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“Our affiliate has recently launched a restructuring of our operations. One of the pillars of that restructuring is to increase PROJECT QUALITY CONTROL.

In the past we began a project by completing a Scope of Work. The project team then did its work and its report was evaluated prior to final submission to the client. Client responses have been favorable, but at the same time, ESCCO leadership has felt that we could have done a better job.”

ESCCO REQUESTS ASSISTANCE FROM THE ESC-US AFFILIATE NETWORK IN THE FOLLOWING AREAS:

1. How does your affiliate assure project quality, including specific responsibilities?
2. What actions does it take prior to, during, and in the wrap-up phase, related to quality?
3. Are there followup steps that you take to bring about continuous quality improvement?
4. Do any affiliates have specific examples of an effort to improve quality, and its results?

Our agenda for the call next Thursday will be to ask for responses to each of the four questions above. Please respond to let me know if you will be on the call, and if you have specific information to contribute.

Finally, if you have materials that you'd like the callers to be able to see while they are on the line, please feel free to “Reply all” to this email and share your info. (Don't “reply all” with your participation plans, please, just “reply”.)

Thanks for all you do to make your community, and mine, a better place!

Paul

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