

## LEADERSHIP

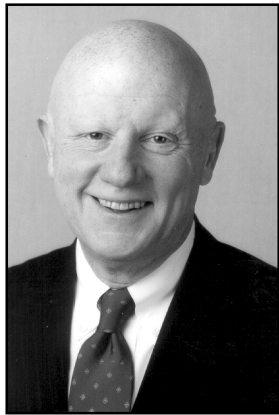
### Quality Management Skills

#### *Quality Improvement is all about Continuous Change*

Written By: Thomas Cossie

In today's workplace, an organization's success depends upon its' flexibility as the needs of its' customers change, as economic and political climates evolve, and as technology forges ahead. Organizations must be in a constant state of change. Jerry Alonge, Vantage CEO, along with Joy Jordan, Sr. V.P. of Human Resource Services, started monthly "Leadership Meetings" on July 1, 1998 for that very reason.

To further stimulate the direction of ongoing Leadership Meetings, Vantage called upon RPI, a familiar consulting name in productivity and supply chain management. Headed by Jim Surman, RPI is a division within the Vantage family of companies and has worked closely with Dr. George Labovitz, President/CEO of Organizational Dynamics Incorporated (ODi).



*Dr. George Labovitz,  
President/CEO  
Organizational Dynamics  
Incorporated (ODi)*

Dr. Labovitz received Boston University's highest teaching award, the Metcalf Cup and Prize, which is awarded to the outstanding teacher from among the 2500 member faculty. He has been the National Consultant to the Surgeon General of the U.S. Air Force and has served on the board of Trustees of the Boston Childrens Hospital as well as the Dana Farber/Children's Hospital Cancer Center.

On September 10th, 2003, Jim and JR Surman introduced one of Dr. Labovitz's highly successful programs known as Quality Management Skills (QMS) to the entire Vantage management staff.

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The QMS program **will not** be exclusive to Vantage management. This program is also being introduced to any hospital or healthcare organization in the tri-state area that subscribes to this enlightening program of positive change. As a background to this program, ODi's healthcare division has provided Continuous Quality Improvement services to over 240 medical centers in the U.S. and Europe. ODi was twice named to Inc. magazine's list of the 500 fastest growing privately held U.S. companies. SKF, Volkswagen, British Airways, Philips, Electrolux, AirTouch, AT&T, Federal Express, Procter & Gamble and Union Carbide are among the leading corporations served by ODi. Government clients include the U.S. Navy, U.S. Coast Guard, Environmental Protection Agency, U.S. Air Force, and the U.S. Postal Service. ODi was chosen by the United States Postal Service as the Quality Supplier Award Winner in the small service company category from among 60,000 suppliers.

JR Surman is one of the certified QMS trainer facilitators for this initial three month program that involves seven secessions. He is currently working with the Vantage leadership group along with participating hospital management from Meadville Medical Center, Titusville Area Hospital and Corry Memorial Hospital. He stated,

"This is a dynamic and proven program that helps an organization, its managers, supervisors, and employees speak a common language of participation, achievement, and responsibility. Managers and supervisors learn basic and advanced skills in managing individuals, groups, and organizational integration. While introducing key conceptual thinking about management, the program moves the concepts and participants into a very practical solution-based action around each concept. Managers walk away with both a solid framework on how to manage and skills that can be used on the job immediately."

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To quote Dr. Labovitz "QMS applies to the challenges facing executive leadership, managers and supervisors in healthcare; namely, how to manage people and organize work in ways that foster commitment to patient care, as well as to effectiveness and efficiency. Managers need to understand how to harness the energy and empower people, structure expectations and align reward and recognition systems to key goals and objectives. The primary job of any manager is to effectively manage change, for quality improvement is all about continuous change."

By invitation only, there is a special two-hour lecture by the renowned Dr. George Labovitz. His enlightening discussion will be geared to senior health care management in Western PA, North Eastern Ohio, and Western NY and will take place on Wednesday, October 29, 2003, at the Meadville Country Club. Senior health care executives are invited. Contact Tom Surman at Vantage for invitation details at 814-336-1781 or [tomsurman@vhcn.com](mailto:tomsurman@vhcn.com).

