

# QUICK STRIKE ASSESSMENT FROM JURAN



JURAN

# Quick Strike Assessment™

Juran's Quick Strike Assessment™ uses the advanced experiences of our staff to come on-site with minimal disruption to your organization. In less than a few weeks, we will discuss, assess, and report back to management the state of its performance improvement initiative. The assessment helps your organization renew its efforts by identifying "quick-hit" and longer-term changes that will enable the completion of designated projects in a timely manner.

The Quick Strike Assessment is a highly focused, collaborative engagement primarily aimed at determining how best to integrate, align, and deploy a performance improvement initiative within your organization.

It includes:

1. An assessment of the current performance improvement initiative across the entire enterprise to determine if your organization is achieving its desired ROI to maximize the probability for success
2. A review of current business capabilities, critical processes, existing initiatives, metrics, and cultural acceptance
3. The development of a specific and focused improvement plan that will refocus or maintain the goals and objectives of the initiative
4. Recommendations to enable your organization to make changes to its infrastructure to move forward

## Quick Strike Assessment™ Opportunities

During the Quick Strike Assessment™, Juran will interview key executives and staff to develop a better understanding of the business and cultural drivers at your organization. Juran will provide data submission guidelines which your organization must adhere to in order for us to conduct a preliminary review of opportunities and the associated Cost of Poor Quality (COPQ). This will enable us to provide a quantifiable list of potential projects as well as "quick-hit" opportunities for immediate savings.

Furthermore, Juran's strategic and competitive analysis will facilitate the identification of your organization's strengths and weaknesses. It will clearly determine the best allocation of resources and concentration of improvement efforts.

Juran's Quick Strike Assessment™ ensures the transfer of our knowledge and expertise to your organization, enabling your management team to conduct similar audits in the future.

## Elements and Categories

- 1.0 Strategic and Competitive Analysis
  - 1.1 Drivers (Is this clear to all personnel?)
  - 1.2 Leadership (Are they involved or paying lip service?)
- 2.0 Plan (Is the deployment plan complete?)
  - 2.1 Strategic Planning (Is it aligned with other strategic initiatives?)
- 3.0 Enablers (Is there a support structure in place to make it work?)
  - 3.1 Compliance Systems (Is it integrated with other quality systems?)
- 4.0 Influencers (Management's role in supporting the initiative.)
  - 4.1 Culture (Is the culture accepting the Lean and/or Six Sigma process?)
  - 4.2 Human Capital (How well are you using the people in the process?)
- 5.0 Processes
  - 5.1 Service Quality
  - 5.2 Supply Chain
  - 5.3 Service Creation
  - 5.4 Support Processes (What do the review and support processes accomplish?)
- 6.0 Measurement and Analysis (What data is currently being collected to determine project and deployment effectiveness?)
  - 6.1 Measurement Systems
  - 6.2 Culture
- 7.0 Results (An examination of project results, time to achieve them, and management's belief in them.)
  - 7.1 Product and Service Quality Results
  - 7.2 Human Capital Results
  - 7.3 Business Results
- 8.0 Customers (Is your organization gaining external value within the marketplace as a high-performing system?)
  - 8.1 Customer Value (Any impact on the customers?)

# About Juran

## **Juran Institute**

Juran was founded by Dr. J.M. Juran to provide innovative tools, techniques, and principles for attaining breakthroughs in quality. His mission was to help organizations around the world respond to the emerging needs of businesses and society. Juran Institute is a benchmarking, consulting, and training services firm that helps organizations implement performance excellence programs. We continually research best practice tools, methods, and technology to deliver the right training, at the right time, in the right way.

Juran Institute's services and products are delivered at your designated location – when you need them. Our areas of specialization include improving the quality of goods, services, and processes. We have provided our services to multiple for-profit organizations, non-profit government agencies, and health care systems for over 30 years. All of our services are customized to your culture, your language, and your needs. Our aim is to effectively transfer our knowledge to you, providing the self-sustaining know-how to achieve continuous, breakthrough business results long after we are gone.

## **Juran. The Right Partner for Your Organization.**

Juran wants to be your performance excellence partner. Our services and training, publications, software, and support materials are unparalleled. We are adept at preparing your leaders, managers, and all levels of employees with the practical skills and in-depth knowledge they need to achieve tangible results on the job. The learning experience offered through our mentoring, training, and certifications is designed to enable our clients to accelerate their performance improvement efforts, deliver enhanced value to internal and external customers, and increase their organization's profitability.

We look forward to helping your organization improve processes, achieve efficiency in all endeavors, and increase customer satisfaction, so that your organization as a whole can earn a great return on its Juran Institute consulting and training investments.

If you have any questions or require further information, please contact:

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