

What Do We Mean By "A System"?

Deming Module #3

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About Deming

The Aim of This Webpage

To promote learning about Deming's approach to more effective leadership, greater productivity, higher quality, and healthier lives.

Method: a series of talks about the teachings of [W. Edwards Deming](#), and the impact of his teaching on my life and – potentially – yours.

Welcome Notes

I am not an expert on W. Edwards Deming. I'm learning to understand and apply his teachings as I proceed.

My knowledge is limited to hearing Dr. Deming in 1987; a three-day workshop led by The Deming Institute in 2017; and – most significantly – a long-standing marriage since 1988 to Alisa, who started her career in manufacturing and with the study of Deming.

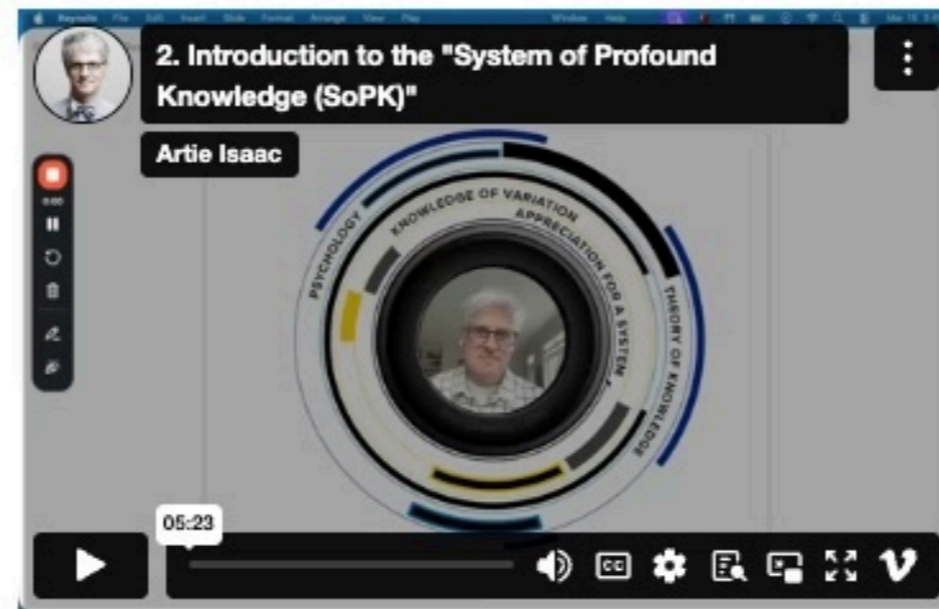
For definitive resources, please visit [The Deming](#)

3. What Do We Mean By "A System"?

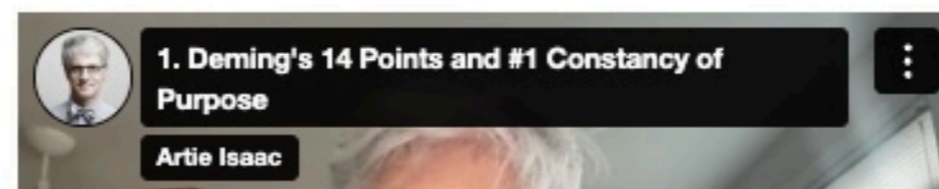


CLICK HERE FOR THE TED TALK MENTIONED IN VIDEO #3

2. Introduction to the "System of Profound Knowledge (SoPK)"



1. The 14 Points and #1 Constancy of Purpose





**SYSTEM
OF PROFOUND
KNOWLEDGE**

THE DEMING LENS

KNOWLEDGE OF VARIATION
APPRECIATION FOR A SYSTEM

PSYCHOLOGY

THEORY OF KNOWLEDGE

Aim For This Module

**To define *system*
and
promote our observation of systems
in work and beyond**

What Do We Mean By "System"?

**a regularly interacting or interdependent
group of elements**

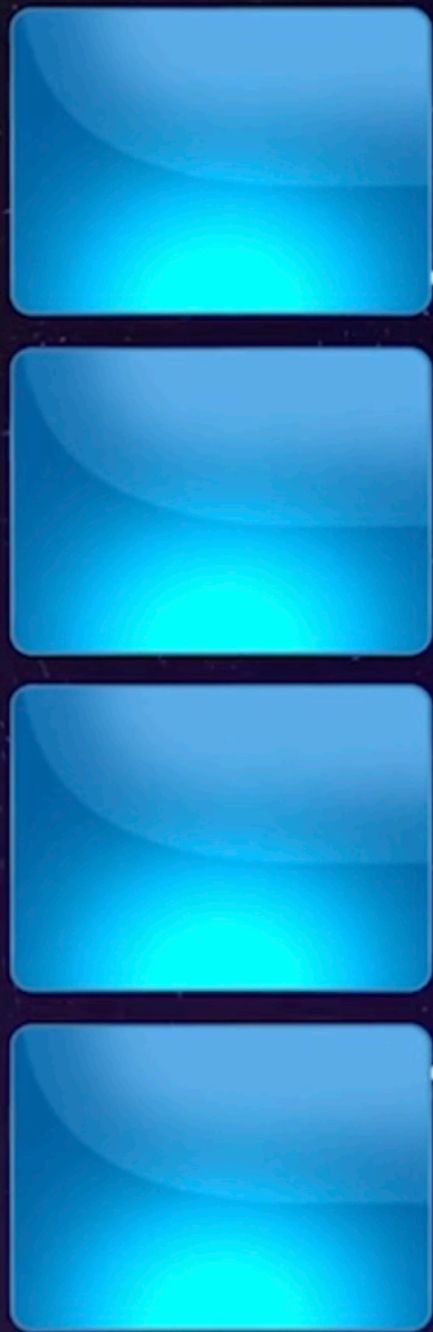
+

**working together
as parts of a larger mechanism**

+

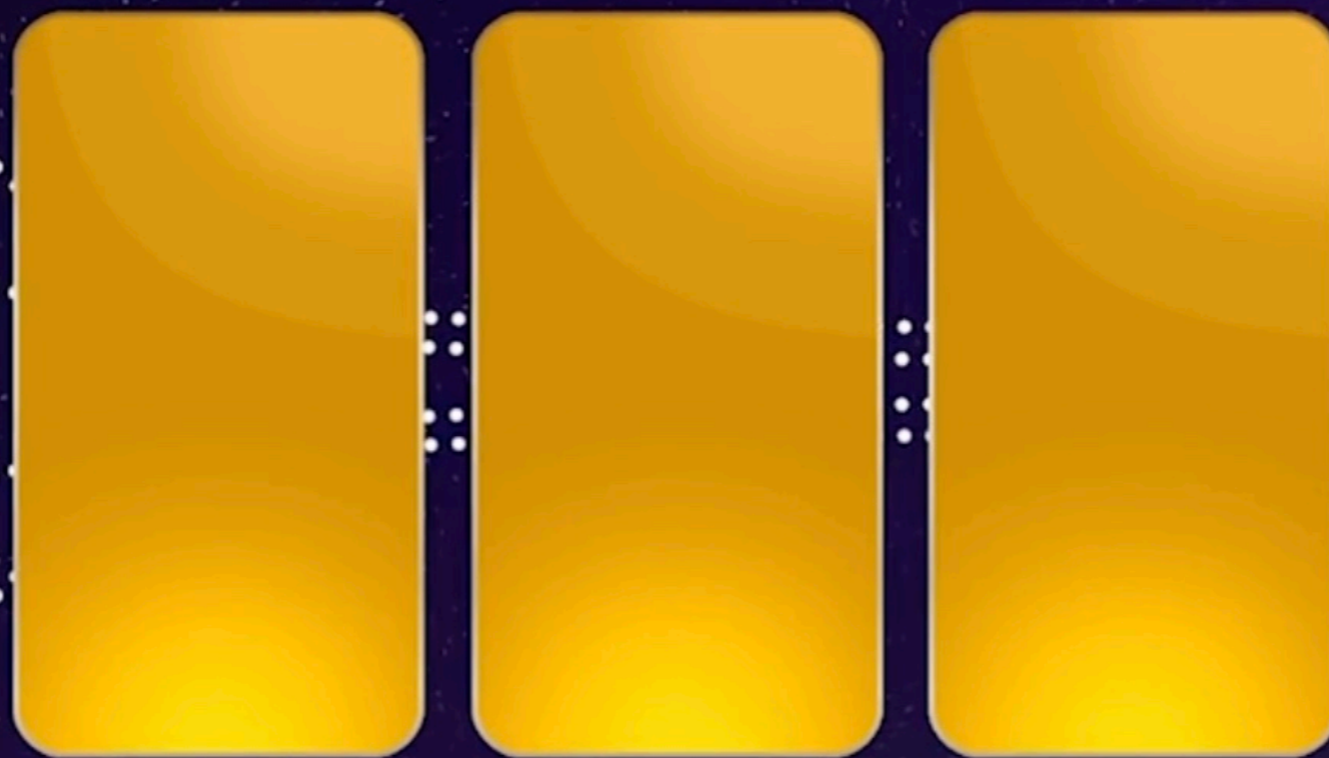
guided by a unified aim

INPUTS



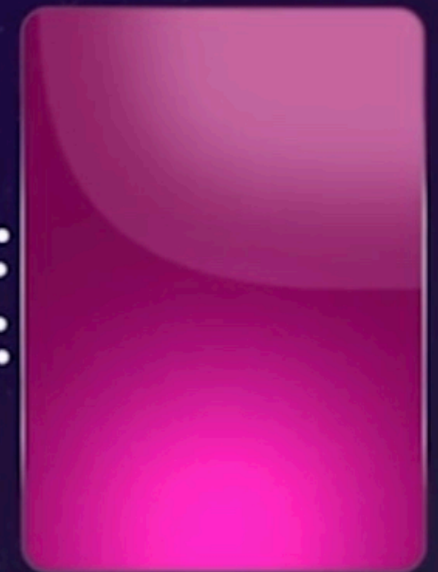
Contributions
Conditions

THROUGHPUTS



Core Activities

OUTPUTS



Product
or Service

INPUTS

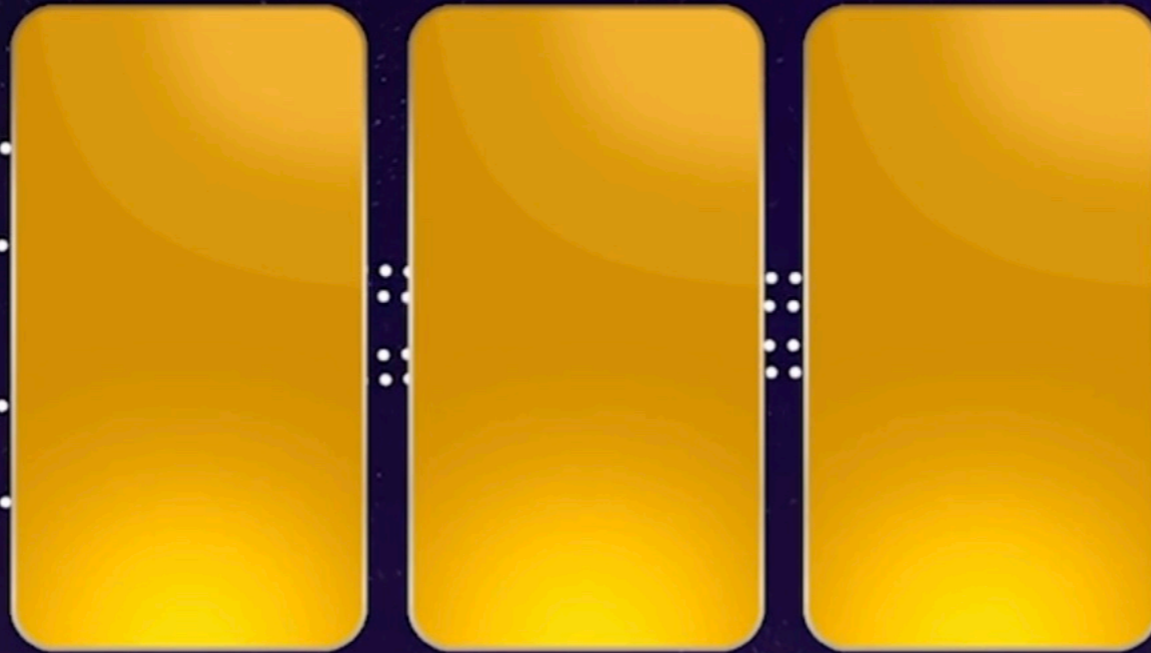


Contributions
Conditions

DESIGN
REDESIGN

CUSTOMERS
RESEARCH

THROUGHPUTS



Core Activities

OUTPUTS

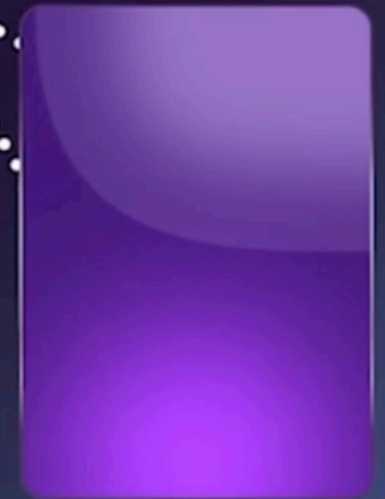


Product
or Service

POSITIVES



NEGATIVES



INPUTS

DESIGN
REDESIGN

CUSTOMERS
RESEARCH

POSITIVES

THROUGHPUTS

OUTPUTS

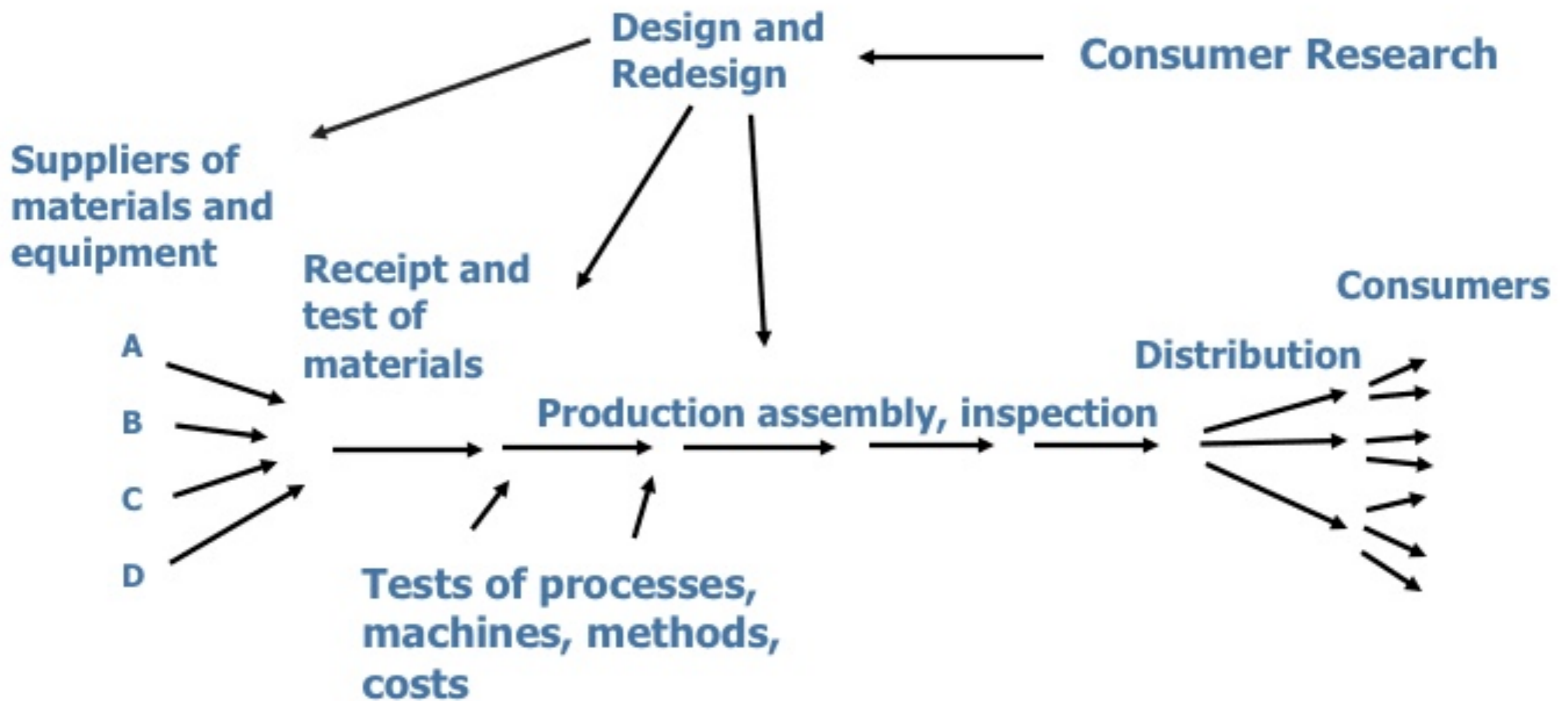
NEGATIVES

Contributions
Conditions

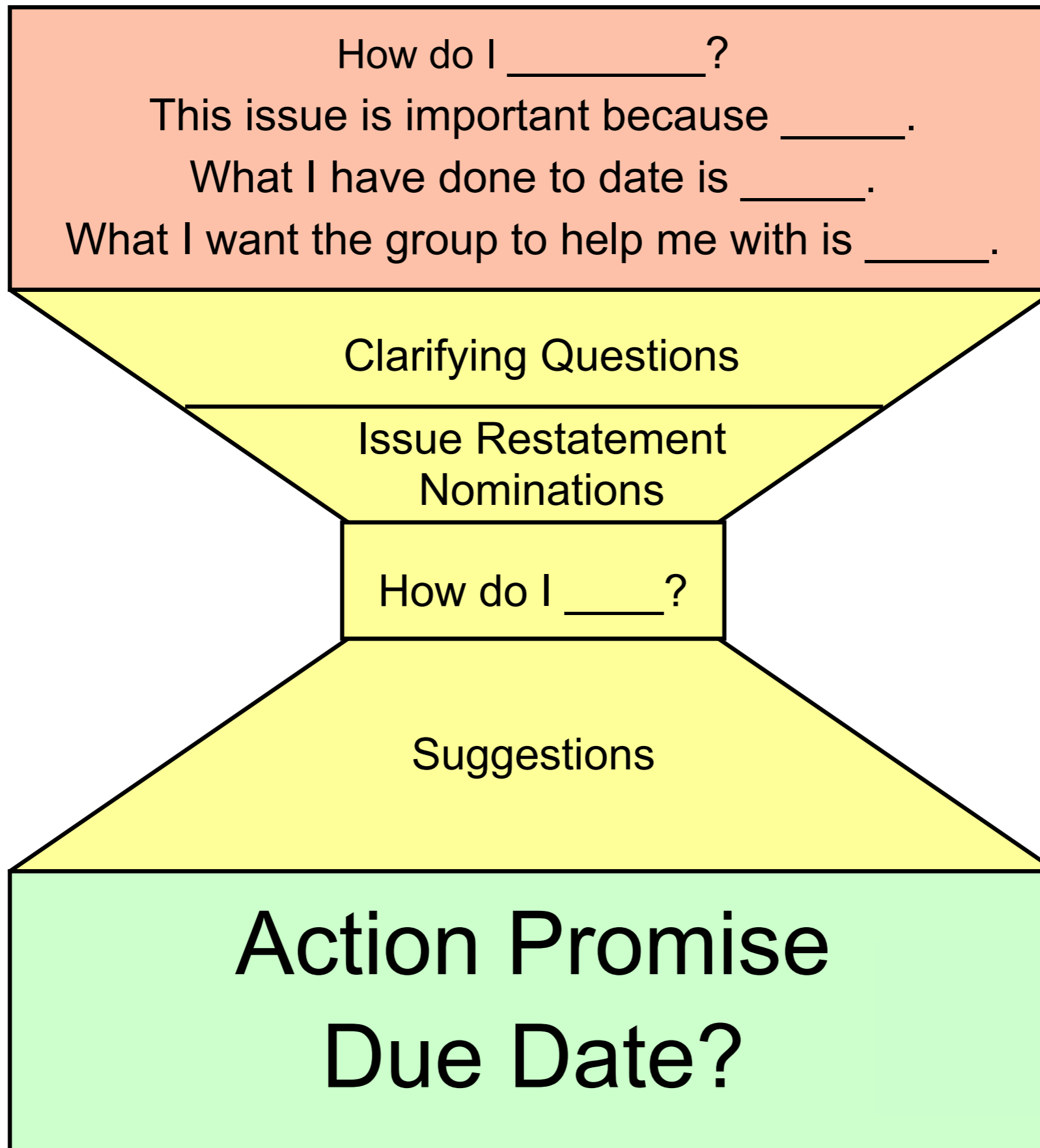
Core Activities

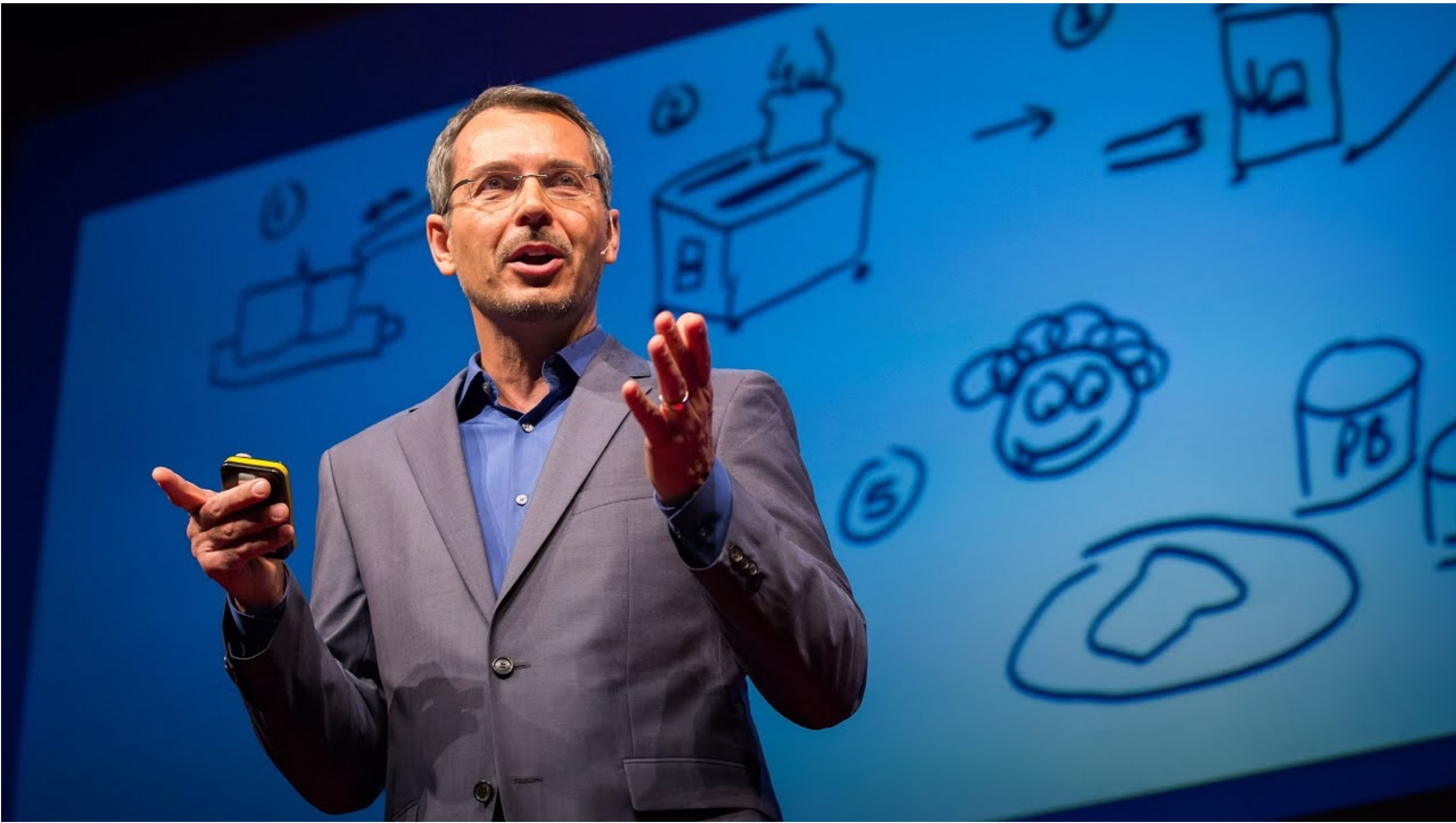
Product
or Service





Issue Processing





Onboarding Checklist

- Commitment to Norms
- Membership Application
- Review Onboarding Binder
- Two Buddy Lunches
- Schedule with Monica Leck
- Answer Monica's 5 Questions
- Prepare "Talk A Person"
- Define a HDI ("How do I...?")
- Speak with Mila Benson, CSA
- Acceptance by the group
- Six aims for this year
- Onboarding commitments
- Ask questions!

HERE WE ARE NOW
Let's prepare you for entering Vistage with momentum.

INTRODUCTIONS
Refer leaders of organizations — *anywhere in the world* — for a conversation with Artie.

HUDDLES
75-minute come-as-you-can sessions for rapid issue processing

PEER CONTACT

- Buddy Lunches
- Office Visits
- Triads
- Tiger Teams

MONTHLY PEER GROUP MEETINGS

- Significant Updates
- Issue Processing
- Agenda-Free Advice

Message In A Bottle
Reply all to the monthly email for your group.

BETTER LEADERS, BETTER DECISIONS

Birdfeeders
Experts on specific topics, for you, your team, your friends, your family -- and your referrals for Vistage membership

MyVistage.com

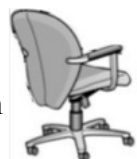
- Worldwide Networks
- Real-time Q&A
- 45,000+ members

RECOMMITMENT

- Recognition of ROI
- Gratitude toward peers
- Priority of Vistage scheduling

BETTER OUTCOMES

- Best management team
- Salability
- Three-week vacation



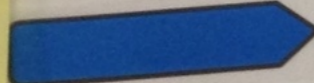
Onboarding

Prep for first meeting

- Talk a person
- 121
- first issue

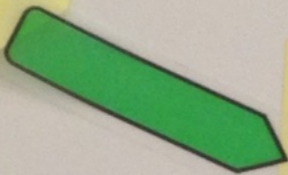
Introduction

- My Vistage + roster
- speak to Vistage
- reach out



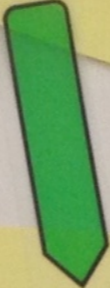
121s

Issue Identification



Buddy Lunches

Relationships



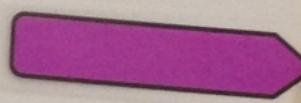
Tiger Teams

vigilant focus



Group Meetings

Issue processing.

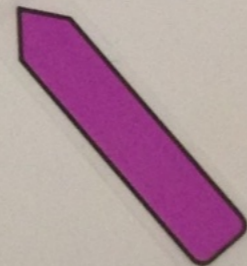


Outcomes

- Better leaders
- Better Decisions
- Better Results; within 3 years
 - Best mgt team in industry
 - 3 week vacation
 - sellable

Online

- email
- My Vistage

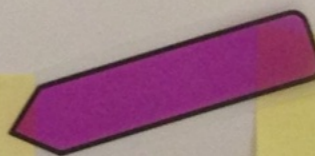


Selection Interview

- TWO-WAY
- GO - NOGO
- Agreement + Payment



Qualified Referral



Recommitment

Gratitude
Recognition of ROI





REFER MEMBERS TO EACH OTHER

LISTEN FOR TOP 5%
BOTTOM 5%
H.D.I.s

Member R.o.I.
(great Vistage)

Request Referrals

Members
(current + former)

Trusted Advisors

Chairs

Vistage.com
+ San Diego

Contact Referral
(Monica schedules)

Information Exchange
(20-minute phone call)

Selection Interview
(Group Fit Match)

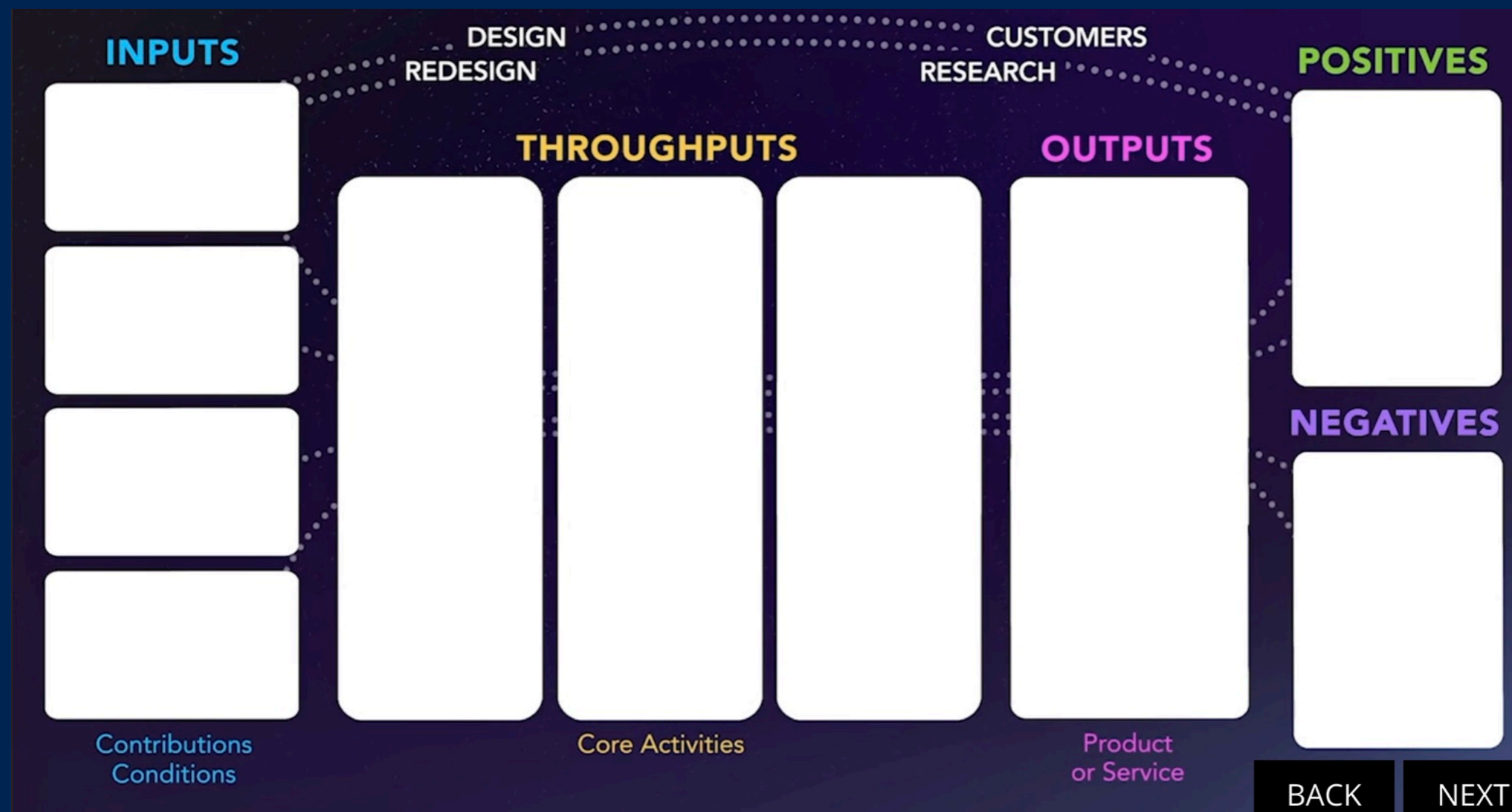
Member Interview

Onboarding

Flywheel

Activity Prompt

Use the Post-It notes to illustrate your system for your development



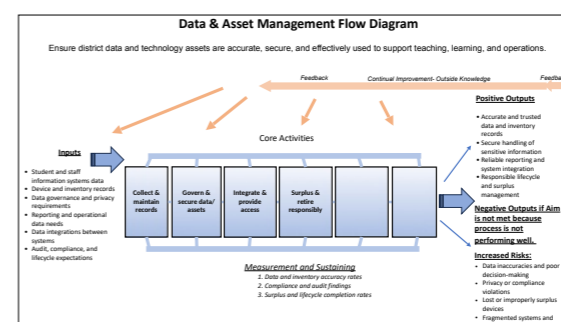
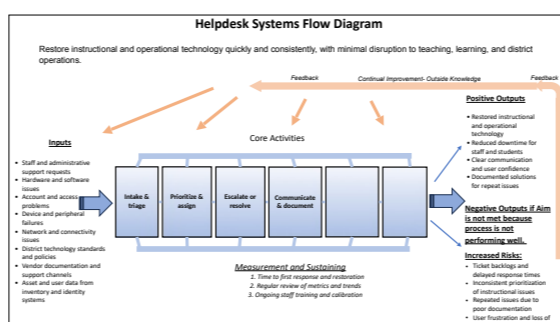
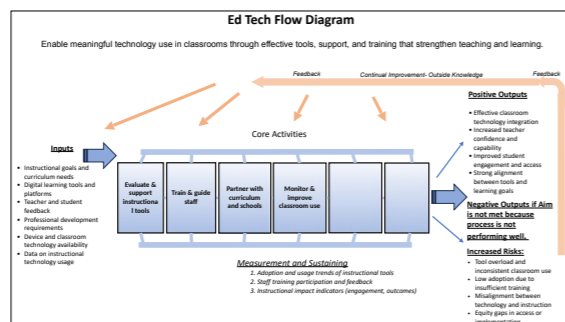
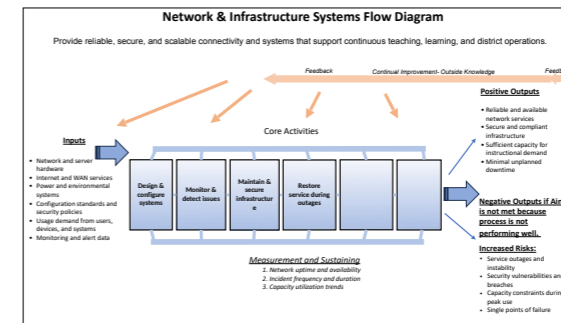
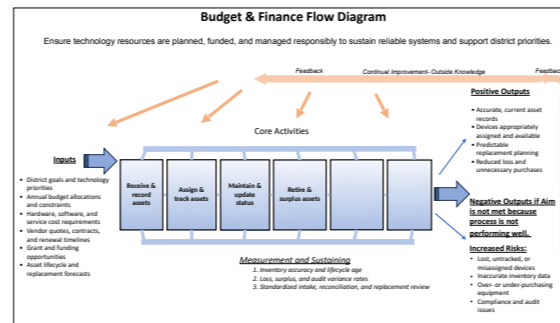
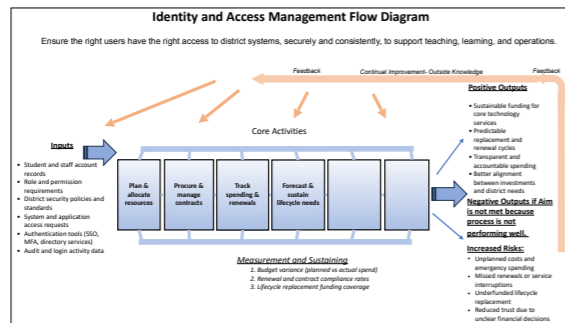
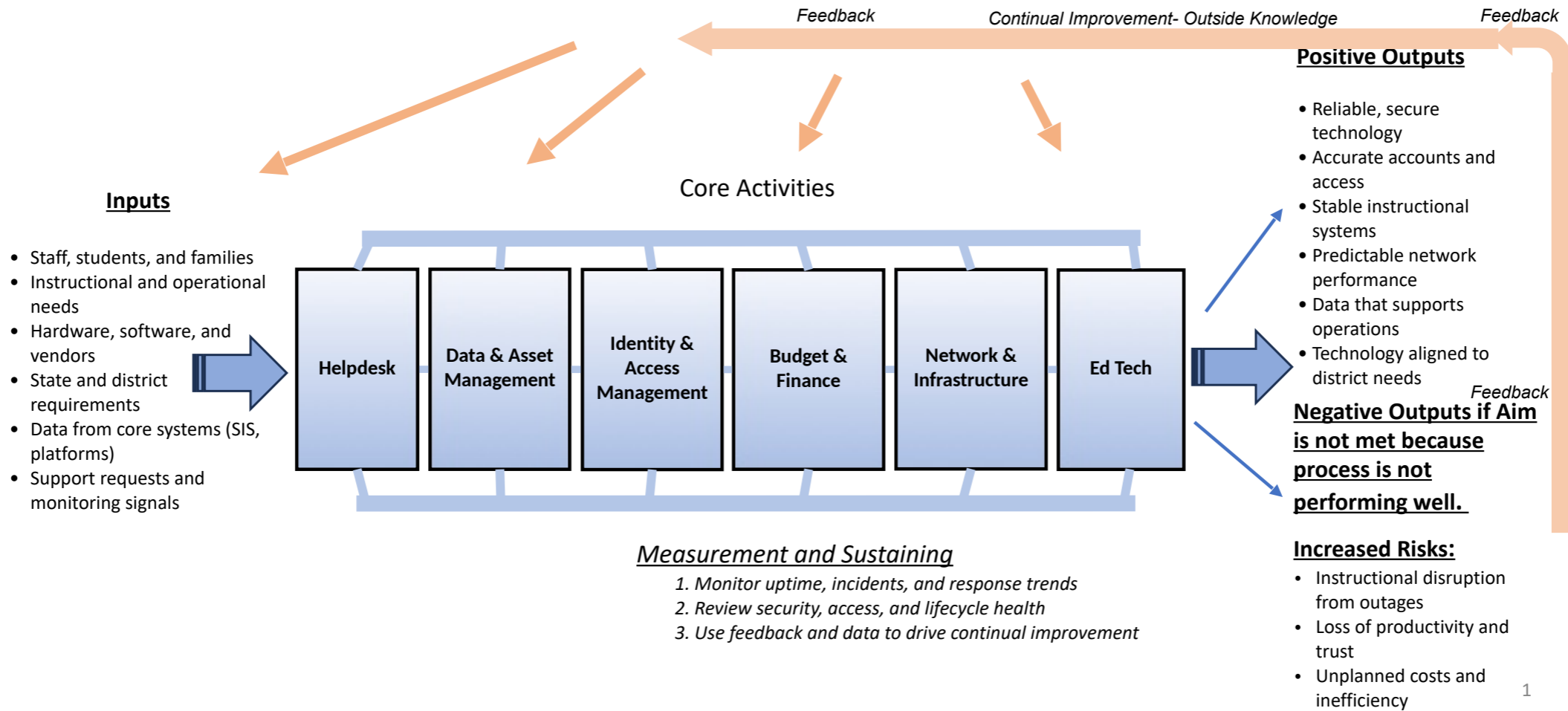
What Do We Mean By "System"?

**System View Diagram
(a flow chart)**

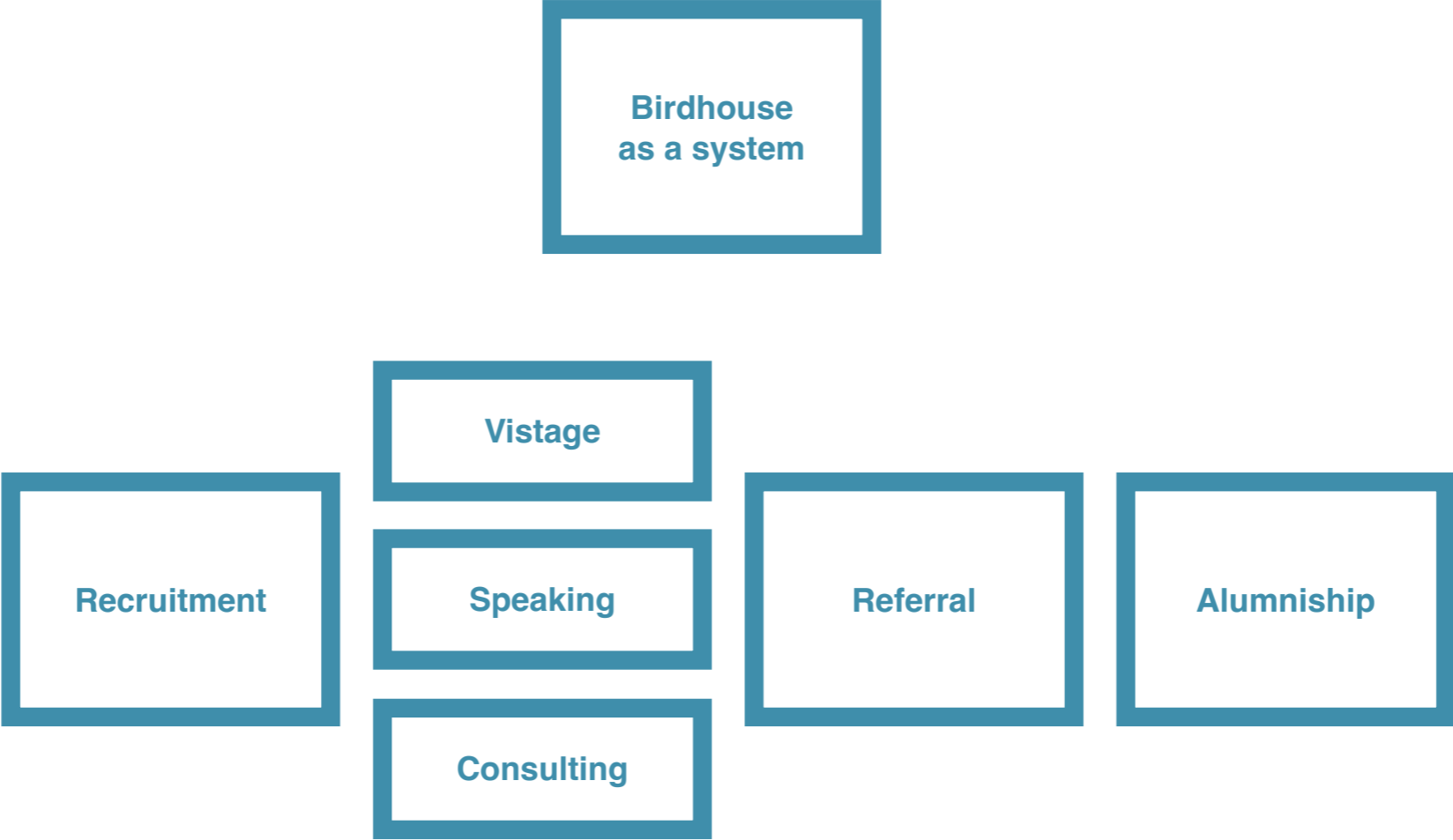
Cheney Public School (Information Technology) Systems Flow Diagram

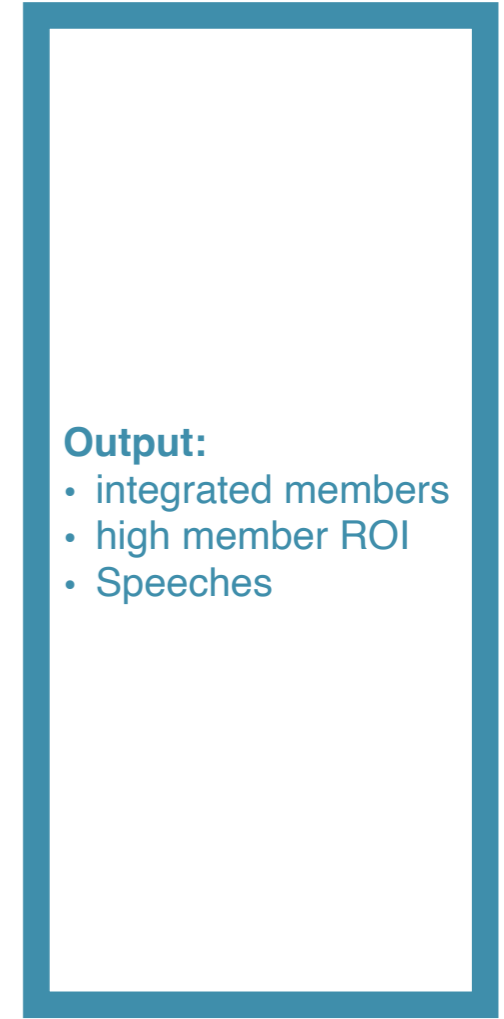
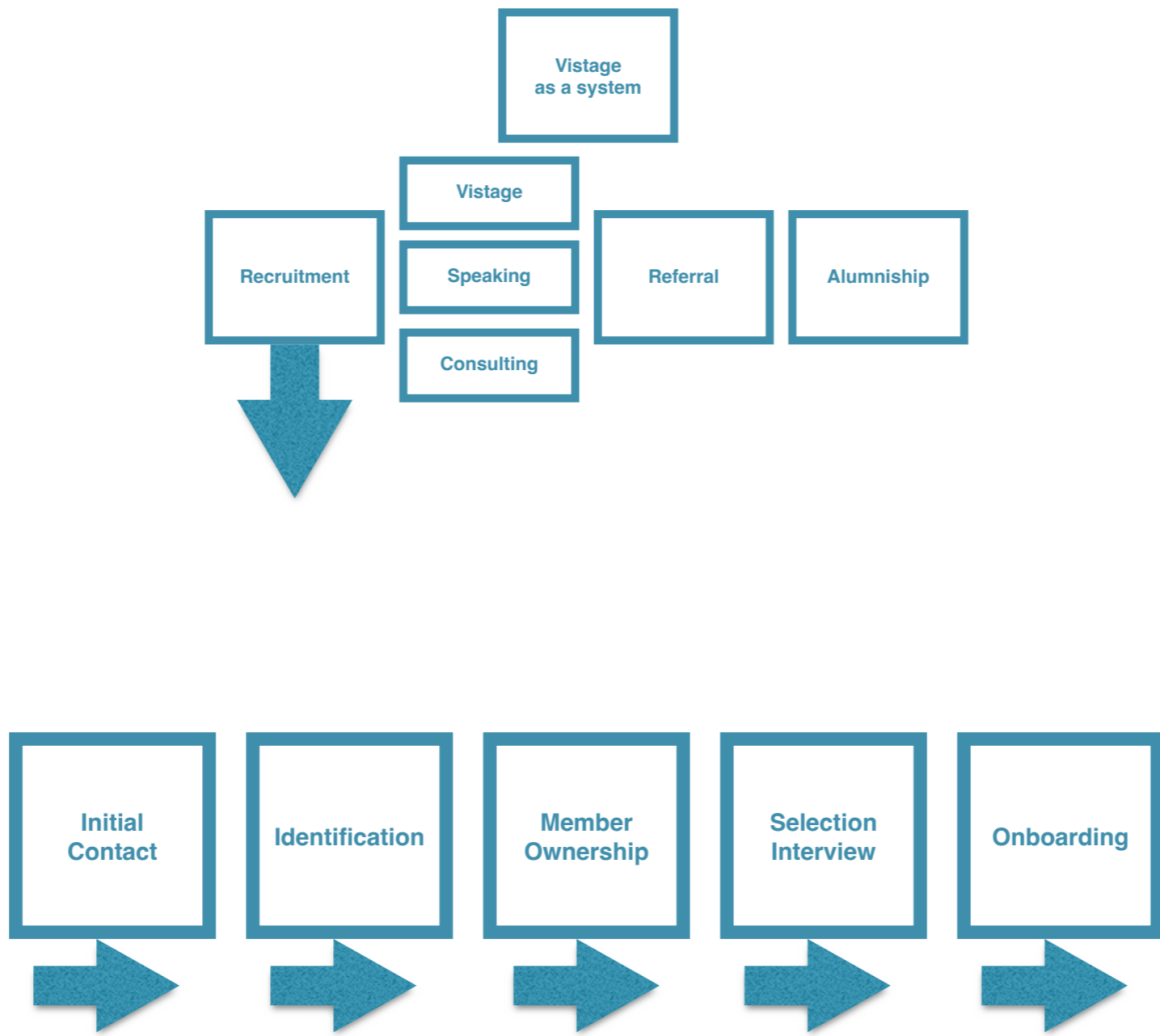
The aim of Cheney Public Schools IT department is to...

Ensure that our technology is used as a tool to create an environment which enables everyone to stay focused on teaching and learning.



Birdhouse as a system
AIM: Grow Self Through Developing Business Leaders





Protocols

How Monica and Artie Work Together (A Living Document)

Revised: May 2021

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Artie Isaac
ArtieIsaac@gmail.com

Version: 5/26/2021

Section II: How To Reach Artie — Communication Guidelines

Purpose of This Section

This explains the process for communicating with Artie Isaac.

Urgent Communication: Reaching Artie During The Day

On days when Artie is home, he will monitor his "ARTIE" email box regularly.

When Artie is away from home, he does not reliably read email during the day — especially when there is a day-long meeting or a series of back-to-back meetings. Artie is not reachable during any in-person meeting.

In the event of a schedule change for the same day ("day of"), Monica texts Artie with the briefest instruction and asks for confirmation that the message was received. This is also the process for asking any same day questions.

Non-Urgent Communication: Questions and Updates

Monica and Artie send less urgent correspondence through email.

Some codes:

- ?? — indicates that the question needs a reply from the other
- NFA — no further action is required; sometimes, this means halt any activities on the topic
- FYI — for information only

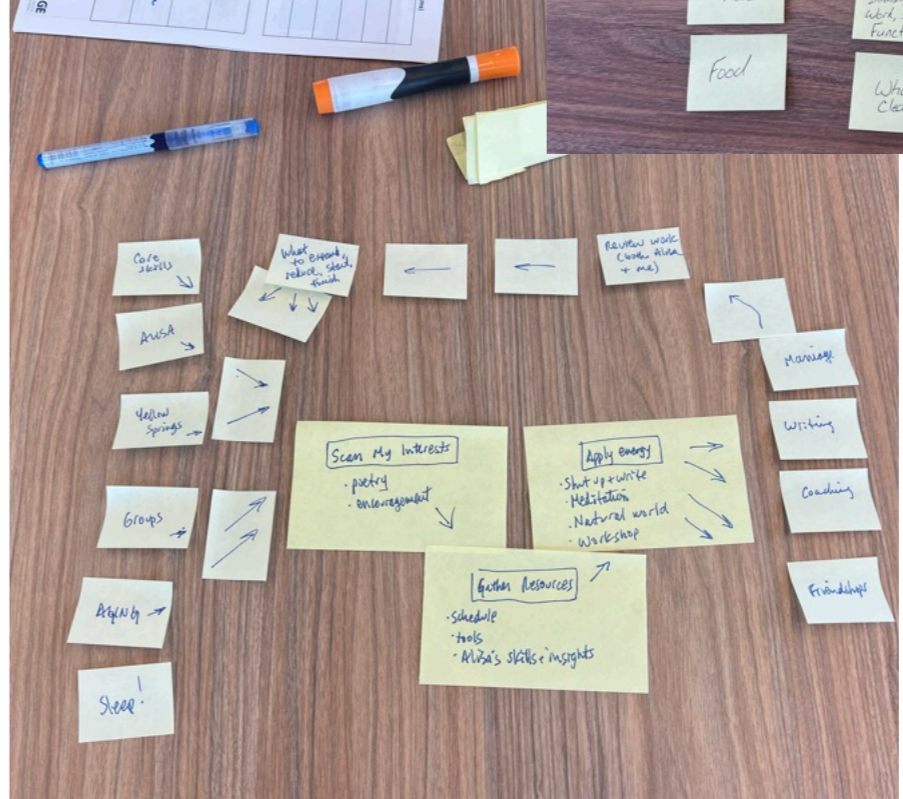
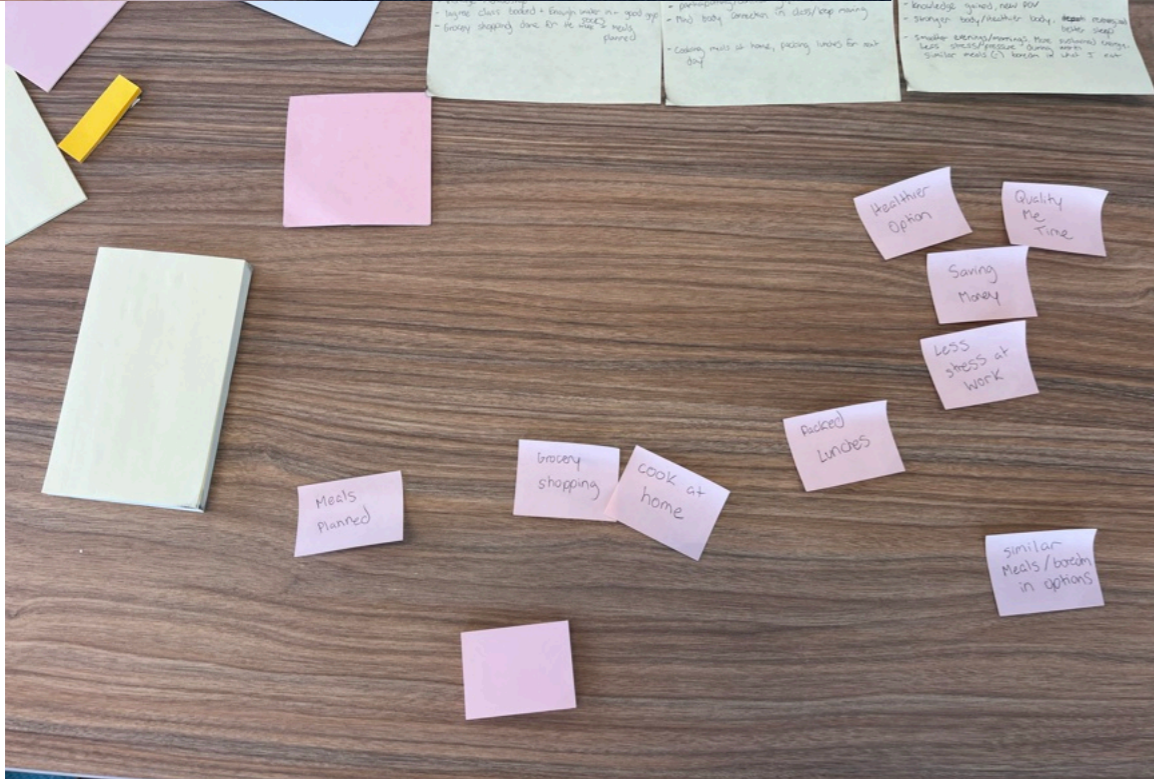
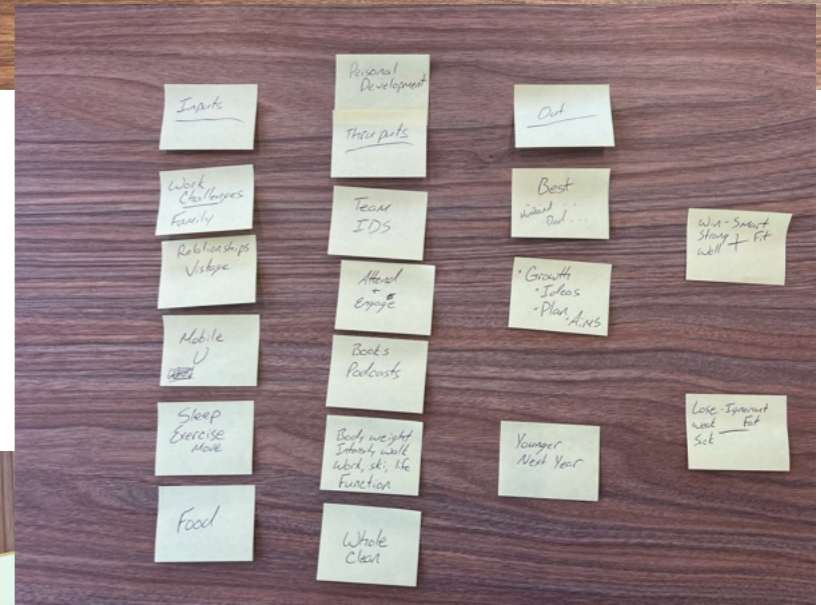
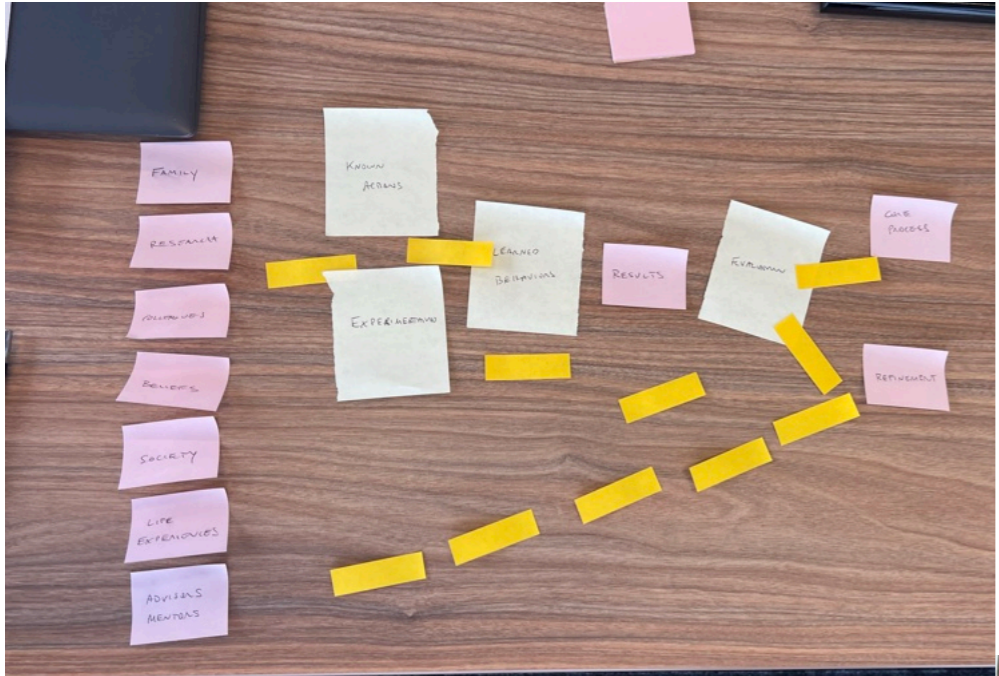
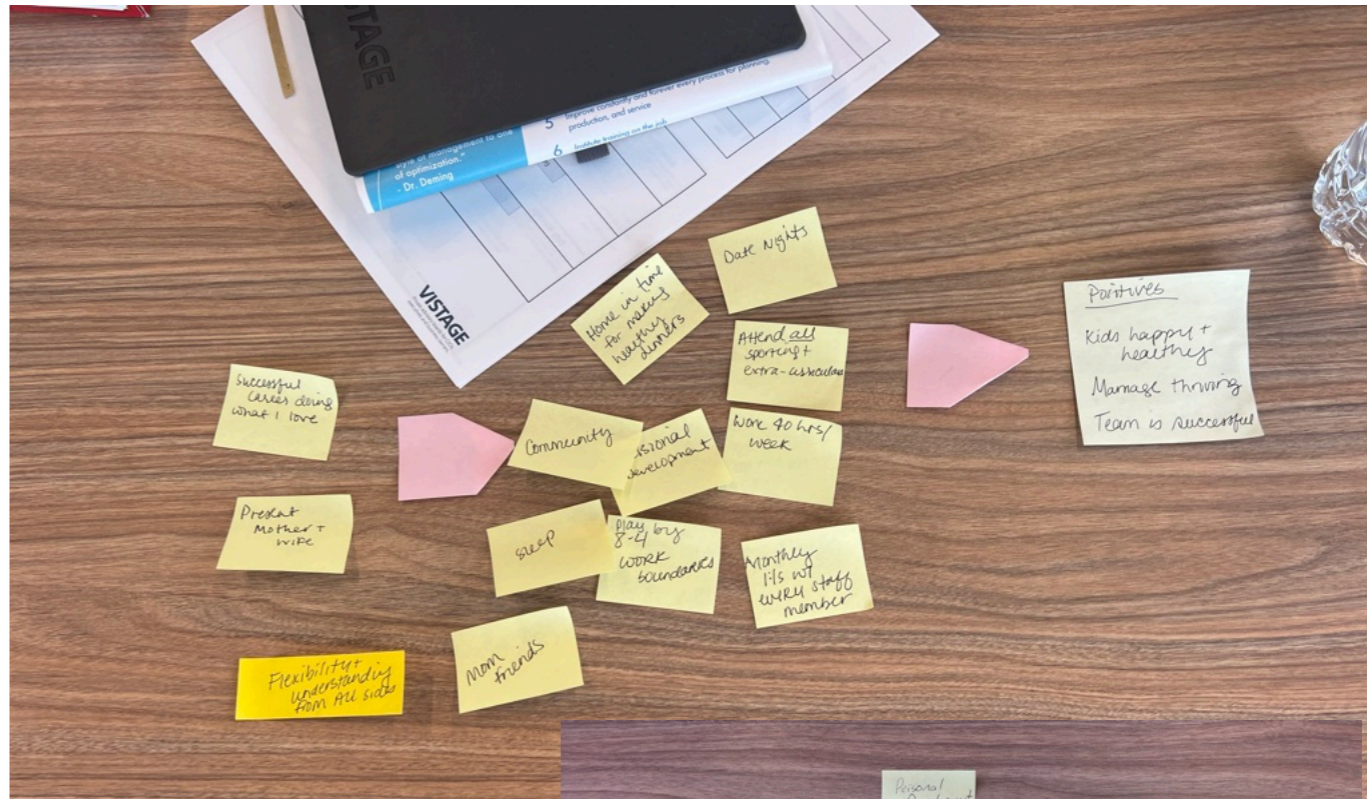
Strategic and Technical Conversations

We get together in-person occasionally, sometimes scheduled, sometimes spontaneously, to ensure we are seeking and finding opportunities for continuous improvement — and celebration.

Funny Thangs

Surprises happen. So, as Alisa Isaac says, "Well, butter my butt and call me a biscuit." Whenever we are surprised, we share the experience and seek learning. (If this sounds like "venting breakdowns," it was. We didn't like the word "breakdown." It made us sad.)

communication. Artie communicates through





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