

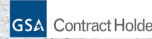
The Messenger

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A Letter from Keith



A WOMAN-OWNED
SMALL BUSINESS

The definition of quality depends upon individual views. One person's opinion may be vastly different than another's. One company may value quality regardless of the cost to the customer, while another lowers quality to decrease costs. Which view is correct? It just depends. What works for one company may not work for another.

The traditional view of quality is not to fix something until it breaks. As long as things look normal, everything must be fine. If you have a quality focus, however, you are proactive regarding the quality of your product or service by taking preventative actions to prevent breaks or mishaps.

Now, do not confuse the quality of a product or service with the grade. A low grade is not necessarily a problem. The customer may want a product or service that is inexpensive with limitations on function and lifespan. An item's quality means that it is indeed what it is intended to be. A product can be low-grade with high quality.

In this *Messenger*, we will look at how excellent quality control produces the nine Cs of quality.

Who Defines Quality?

Customer Awareness - Be aware of internal and external customers. Know the different levels of customers, i.e., primary (direct recipient) and secondary (indirect recipient). Knowing who your customer is and how he or she will be using the product or service will ensure that expectations are met.

Communication - Communicating with the customer provides a relationship that is essential to figuring out the requirements and expectations of the product or service. This will also set the expectations for quality levels. Understanding your customers will allow you to choose the proper quality of your product or service.

Cost avoidance - A conscious effort is made to eliminate all unnecessary costs. Expenditures are restricted to necessary work for the project. Waste of time and materials are avoided at all costs.

Who Defines Quality?

Contribution analysis - Keep a watchful eye on how costs are distributed. The comparison of actual costs to planned costs measures how contributions are being spent. If your actual costs exceed planned costs, you know that there are changes to be made to reduce how much you are spending.

Controls - Use a system of checks and balances to ensure the project is progressing as planned. Confirm that work is being completed within the bounds of approved variances. Identify variances that will need management action and act when necessary.

Coordination - Keeping everyone informed of the process is important for the quality of the project. If all parties have current, up-to-date knowledge of how the project is going, there will be less confusion or unnecessary changes being made.

Competence - To do any project successfully, there must be the physical and mental ability to perform the work. Train team members to have the knowledge, skills, and attitude to complete the assigned tasks.

Commitment - Each team member must be committed to the project. Total dedication to performing all accepted tasks within the time allotted is vital for the project to be completed on time and within budget.

Cooperation - Cooperation is making every effort to work with others in an open and supportive manner. Assisting fellow workers, being receptive to the boss's instructions, and being friendly to others are all ways you can cooperate with your team.

Desired quality will vary by industry and company; however, knowing who your customers are, the desired outcome of your product or service, and understanding the need for dedication from the entire team will allow you to make the correct choice of quality.

2023-2024 Boot Camp Dates

December 4-7	Live, Virtual PMP®
February 5-8	Live, Virtual PMP®
April 15-18	Live, Virtual PMP®
June 10-13	Live, Virtual PMP®
August 5-8	Live, Virtual PMP®
October 15-18	Live, Virtual PMP®
December 9-12	Live, Virtual PMP®

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PMP® EXAM PREP CLASSES

*You pass or we pay
for the 2nd and 3rd test*

Truth

Proverbs 16:20

Whoever gives thought to the word
will discover good, and blessed is he
who trusts in the Lord.

Quality means doing what is right
when no one is looking.

Henry Ford

Quality is not an act, it is a habit.

Aristotle

STUDENT *Spotlight* Congratulations, Bradley Schmersahl!

We want to recognize students who have successfully passed the PMP® Exam.

What is your favorite food?

Pizza

What are your favorite hobbies?

Golf

What was the most challenging thing about the Boot Camp?

There was a lot of information in a short period of time which did seem exhausting at times.

How do you think the PMP® Certification will help your career?

It will help me advance at my current company.

What was the best thing about the PMP® Exam Prep Boot Camp?

I was unaware of how to study for the PMP® before the boot camp. I not only learned a lot more about what was on the exam but also how to study for it.

Please write a recommendation about our class.

I highly recommend that anyone looking to receive their PMP® certification consider taking the PMP® Exam Prep Boot Camp offered by the Mathis Group. Keith Mathis is very knowledgeable and a great instructor. Had it not been for the boot camp I would have had a much harder time passing the PMP® exam.

Fun - Word Scramble

- OSECRGO _____
- IALRNOGC _____
- RATS _____
- RUHOPLD _____
- ATNAS _____
- TRNPSEES _____
- SESPDHRHE _____
- ENAMRG _____
- MTETSOLEI _____
- GSKTNOSCI _____
- WEHTAR _____
- LSHEGI _____
- SWMANON _____
- SETONMARN _____
- LTGSIH _____

Untangle more than just the Christmas tree lights...



- | | |
|-----------|-----------|
| SHHT | MANGER |
| LIGHTS | SHEPHERDS |
| ORNAMENTS | PRESENTS |
| SNOWMAN | SANTA |
| SLEIGH | RUDOLPH |
| WREATH | STAR |
| STOCKINGS | CAROLING |
| MISTLETOE | SCROOGE |

FREE VIRTUAL PMP® MASTERMIND GROUP: THE ROAD TO PMP® PREPARATION

JANUARY 22-26, 2024

MAY 6-10, 2024

SEPTEMBER 16-20, 2024

The Project Management Professional (PMP®) certification is the most sought-after credential in project management, and individuals attempt daily to pass the exam without success. This PMP® Mastermind Group attempts to help those desiring a PMP® gain a better understanding of the process.

This Mastermind Group goes through the PMP® exam content objectives and allows participants to take mockup PMP® exam questions, vocabulary tests, and receive an Exam Memory Chart to assist them in passing the current test.

This five-day course requires a commitment of one hour each day from participants. Each participant receives coaching, counseling, and guidance that helps make better decisions when preparing for the PMP® test. All discussions and suggestions will align with the current test and objectives.

For more information and to register, go to
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WEBINARS

We know that it can be hard to schedule continuing education for your team. We offer free monthly webinars that can be watched as an individual or a group. This 1-hour of training can be used to hone skills that your team needs. We include a Webinar + Notes with discussion questions to guide your group to learn from each other. If you can't make it to the live session, a replay link will be sent out.

Register for our 2024 webinars today at
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