

Q-ED Teams

An Introduction

History

Q-ED Teams (Quality Education Teams) was developed in the 1990's by the Geelong Quality Council as entry-level training in Quality Principles, Quality Tools, Systematic Problem-solving and Effective Teamwork. For more than a decade it has been used with secondary students, secondary teachers, tertiary students and staff and general industry and business. Ongoing evaluation and feedback have indicated a high level of satisfaction with learning and practical outcomes. This has applied to all participants and organisations irrespective of sector.

Full Model

The full Q-ED model involves participants forming teams and receiving one day's training in Quality Principles, Quality Tools, Systematic Problem-solving and Effective Teamwork. Each team (between 4-6 people) is then linked to an industry/business organisation. The business provides the team with a real and current issue it is experiencing. The business provides a Host Facilitator to look after the team as it is placed in the business for five working days as an independent adult problem-solving unit. The team spends the time applying the tools, principles and strategies learnt on the training day. At the end of the week the team presents its findings and recommendations to the management of the company. The company then uses the team's findings, if appropriate, to resolve the issue. Overwhelmingly businesses have gained real and genuine outcomes and improvements as a result of the team's work. Traditionally participants have not been charged to be involved while industry pay a charge of \$250.

Training Model

The Training Model consists of the one-day's training in Quality Principles, Quality Tools, Systematic Problem-solving and Effective Teamwork. Participants might be a team from one business or single individuals. Teams from a business bring with them an issue from the workplace to be examined. The last session of the training looks at developing an action plan to tackle the business issue (in the case of a team) or an action plan looking at applying what has been learnt (in the case of single individuals). All business and individuals who have experienced the Training model report excellent outcomes. The Training Model usually involves a charge of \$150 per person.

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