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"We engineer the quality of your success"

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Good Bosses Inspire Workers To Excel

A survey found that bosses who lack people skills contribute to employee burnout and lost sales. Inappropriate authority:

- hurts people's self-esteem;
- creates anxiety and undue stress which can lead to stress-related illnesses, increased absenteeism, problems at home;
- reduces their effectiveness (increased accidents, lack of motivation, low productivity).

Developing and maintaining a positive boss-employee relationship has traditionally been one of the most challenging tasks.

Following are a few guidelines that will enable bosses and employees to develop and maintain working relationships that are rewarding to both parties and to the firms in which they work.

How To Be A Good Boss

- Do to your people the way you would want your boss to do to you.
- Don't demean, taunt, yell, threaten, or embarrass an employee in front of a group of co-workers, or privately. Learn how to criticize constructively.
- Be accessible and a good listener. It shows you care, and it's a good way of getting creative input.
- Communicate with your employees frequently. Be willing to discuss and decide together the resolutions to conflict, tension, or differences of opinion. Discuss and agree on objectives. Mutual consent enhances the relationship and enjoyment of the job.
- Treat all employees equally. Selectivity breeds resentment and can drag down morale.
- Don't judge others by what you would do or think.
- Reward and protect your staff. Praise or permission to leave early can be more valuable than a pay raise.
- When extra effort is required from your staff, explain the situation, request the extra effort, express appreciation, both immediately and during the project.
- Create an environment and culture that motivates people to do well and fosters teamwork.
- Get the right people in the right jobs. Ensure they have proper objectives & resources to perform their jobs well
- Try to find something employees would really like to do to enhance their jobs, and empower them to do it.
- Don't be afraid to learn from your employees.
- Recognize your weaknesses and correct them.

Teledyne Registers To ISO-9002

Mr. Larry Coudenys, Q.A. Manager for Teledyne Specialty Equipment in Woodstock, Ontario, is pleased to announce that Teledyne received their ISO-9002 registration in February, 1996.

Larry wishes to offer his voice to those of you out there who may want to find out more about the ISO process by speaking to someone who "has been there and done that". He can be reached by telephone at (519) 537-2355, or by Fax (519) 537-5917.

Larry can offer ideas to company personnel who have basic questions about finding a consultant, about the audit process, and the myriad of other questions that come to mind when their company embarks on this journey into the unknown.

Presently Larry is on an ISO committee representing some 90 companies that form the overall Teledyne Quality Council. He feels ISO certified companies, who would like to share their experiences and knowledge with other companies, should be publicized in the *Process Quality News*. We agree and would like to hear from ISO certified companies so we can publish your story.

Based upon his experience in going through the ISO registration process, Larry states, "It is absolutely imperative to get the buy-in from all of the people, or at least a broad cross-section of the people in your company".

ATTENTION: Companies Registered to ISO-9000

Any ISO-9000 registered company wishing to share their ISO experience with other companies who are presently undergoing the ISO process, please write or Fax us.

How To Be A Good Employee

- Express your commitment to your boss' leadership.
- Be willing to put in additional effort and time without expecting immediate rewards or recognition.
- Be sensitive to your boss' strengths, weaknesses, goals, pressures, needs, & working style, as well as your own.
- Keep your boss informed of your goals, objectives, priorities, and progress.
- Be dependable and honest.
- Communicate and clarify expectations of both you and your boss, rather than assume what the boss expects.

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