

HRQMC

HRQMC Survey

July 7, 2009

Survey following the CI Project Management Workshop at the Crowne Plaza hotel
in Virginia Beach on 24 June 2009



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HRQMC Survey

Type: Comprehensive Report

Date: 7/7/2009

Total number of responses collected: 50

Tell us what you LIKED about the CI Project Management Workshop at the Crowne Plaza hotel in Virginia Beach on 24 June.

Response
Enjoyed the workshop very much, the presenters were very knowledgeable of the subject matter they presented. Great location for the southside folks. Enjoyed the refreshments of course. Good organizational planning was represented here.
Covey training
Topics, presenters, facility
Charlie Brown's lecture.
I liked everything, clearly the entire group of people and presentations were engaged
Mr. Brown's presentation and videos put work situations in perspective.
Presentation by Charles Brown
CHOOSING THE BREAKOUTS
Discipline of execution; difference between lag and lead measures; actual problem resolution to maximize time & resources (cube v. block training at the shipyard); tying the break-out groups to the opening presentation. I personally gained information that can be applied to my work CI projects.
See what other companies have done with CPI.
1. Introduction by Mr. Brown 2. Great networking
Mr. Brown's presentation. Specifically, establishing realistic goals and ensuring all members of the organization are clear on how he/she impacts the goals.

Charles Brown's presentation was superb. Logistically, the location was easy to get to, with sufficient parking. The refreshments were ample.
Excellent content. It was FREE - better than a lot of events I have attended for pay.
The presentation sessions were well exceeded my expectations. Mr. Charles Brown's presentation was superb and gave me something to think about the execution posture at my organization. Dr. Yacus summarized the Quality Management 101 in an excellent manner. I really liked the briefing of NAVSEA training management. Their approach was very practical and applicable to any organization. Overall, I enjoyed the workshop.
good speakers
Keynote speaker Charles Brown was very good and animated.
The initial training by Franklin Covey was very informative and needed. The speaker was full of life and enthusiasm. And was also knowledgeable of the subject matter. The subgroups were not as pleasurable, I'm afraid. The speakers were dull and the PowerPoint presentations were too cluttered. Though the information was helpful.
The speakers were very interesting.
Good location and good presenters
I thought there was a good level of information put out by the speakers. I didn't feel like I was being overwhelmed and I didn't feel like the information was being glossed over. It was a good level of information to understand whether or not the topic was something I would be interested in pursuing.
Covey information was useful.
1. Seeing and speaking with different agencies and companies. 2. Discussing deployment issues with veteran agencies. 3. The briefs were informative 4. Enjoyed the main speaker, though the topic was a review of previous material; but still good
Charlie Brown's presentation on the 4 Disciplines of Execution was excellent. The location in Virginia Beach was a nice change and I think proved better for attendance.
The quality of the key speakers and the audio/visual support
Very informative first session. The three breakout presentations were also very informative, with diverse topics.
Good use of time was able to see how other groups have used the tools of Lean 6 SIGMA
Focus on basics.
Opening remarks were creative and motivational.
The opening session with Mr. Brown talking about the 4 Disciplines of Execution
Well Organized. Subjects were helpful and presented in a professional manner.
The Workshop provide me with a lot of detail information that I could use in today and future workforce to achieve goals.

The entire session was great. I particularly like the how there are breakout sessions that allows you to pick the sessions that interest you the most. The sessions I attended were very interesting,			
Charlie Brown is always a good persenter he made it fun and engaging. The hand outs were a nice touch also.			
The morning session on Execution was fantastic!			
I enjoyed meeting the folks there, and the atmosphere of the entire event. This was my first and didn't really know what to expect. Having one main introductory topic, which led to others we could go to during the morning kept it fresh and interesting.			
I liked the presentations. They were informative yet to the point.			
I most enjoyed the Four Disciplines of Execution presentation although all three briefs I attended were very good. Content was relevant to my work as a PMP, LSS BB, and as a Covey practitioner.			
The opening with Charles Brown. He made it very interesting			
The initial opening session was hard hitting and very useful information. Doc Yacus's session was a great review of the history of Total Quality tools.			
Intro Presentation			
The first part of the workshop - done by Charlie Brown of the City of Norfolk was excellent. He presented the material extremely well, and in addition, it was full of useful ideas that I can apply to both business and personal situations.			
Charlie Brown's presentation was fantastic! Enjoyed the high attendance and opportunity to network. Liked the "CPI in Baldrige Environment". Liked the opportunity to see 2 out of 3 sessions.			
		Valid Responses	43
		Total Responses	47

Please let us know what **IMPROVEMENTS** you would like to see at the *next* Continuous Improvement event.

Response
I would enjoy an all-day workshop planned maybe in the Suffolk area.
continue training topics in the general session
Send out schedule ahead of time; distribute description of breakout session topics ahead of time and/or at at sign-in table with other workshop materials
?
PRESENTERS NEED TO MAKE SURE THAT EVERYONE CAN USE THE INFORMATION PROVIDED, ONE BREAKOUT WAS ALL ABOUT THE SHIPYARD
None at this time
Less to do with break out sessions and more to do with one company and how they did from initiation, implementation/execution and final outcome.
I would like to know some process improvement metrics used in different organizations. I would like to see some story boards from the organizations.
I was very satisfied with the presentation. However, I would like further exploration of setting realistic goals.
There should be a printed agenda showing the times, programs, speakers, etc.
None.
would like to see company names on name tags
Just keep doing them like this one and I found it to be very helpful.
better subgroups
The topics covered by the speakers were interesting, but there was not enough time allotted to do them justice; either allow more time or narrow the subjects.
Temperature in one of the rooms was too warm
Provide some sort of handout for the given lectures that show and outline of the topic. The lectures move a little too quickly to take many notes and also pay attention, so a handout that outlined the topic would be helpful for jotting down key points to take back with you.
Different breakout sessions.
Would like to see a specific topic or issue discussed that might give more insight into the CPI processes as they relate to different industries. Choosing a Lean project over a Six Sigma project and telling why, relating financials if any, personnel involvement, etc.
Provide more information on the Breakout Sessions prior to the meeting. I entered the 'Impact of Training on Production' breakout session with an expectation of learning about proper training techniques and how to greatly impact production; however, the session was only on an RIE that NNSY had conducted to reduce the churn of mechanics through their training classes.

have more events in the Hampton Roads area		
Perhaps you could consider a request for case studies using CPI from members. Lean CPI offices often have significant case study projects that folks may find very helpful and informative.		
I think it is right on track. All that is needed is to get more groups involved		
Expanded participation.		
Less theory and more examples of practical application. Interactive workshops where we participate in activities rather than listen to a presentation.		
There is no improvements.		
More how too's instead of this is how we did it. The examples are good, but I would rather have targeted refreshers.		
More interactive workshop		
At this time I don't have any improvements to offer.		
I didn't care to much for the rooms, so maybe have it some place else.		
None that I can think of - the sharing of improvements is a great format.		
Can't really say, it was pretty good		
none at this time.		
Monitor the food and beverage tables more closely for replenishment of supplies. When I went up for a cup of coffee around 0900, there were no styrofoam cups, napkins, or plates on the tables.		
Actual teaching of Continuous Improvement tools		
The sessions may prove to get boring & repetative after several conferences. That is because the "presenters" are following "individual" formats that are not necessarily forcing them to stay on target. I don't mind hearing about the challenges they overcame...but I am more interested in the "How" they overcame the challenge...than a lengthy dissertation on their entire process.		
better coordination of lecture starting & stopping times.		
None		
	Valid Responses	38
	Total Responses	47

Please let us know what PRESENTATIONS you DID LIKE at the CI Project Management Workshop at the Crowne Plaza hotel in Virginia Beach on 24 June.

Response
Opening presentation from Mr. Charlie Brown was excellent. Also enjoyed the brief from Mr. Yacus.
More cpi green perspectives
I appreciated and learned from all of them
Charlie Brown's lecture
All of them
Mr. Browns
Charles Brown
THE FIRST ONE WITH CHARLIE BROWN
I liked the opening with Mr. Brown and two CI workshops I attended (Baldrige and Navsea). Each had its benefits. The Baldrige workshop was akin to a refresher and tied the history of CI together, but always good to review - I learn something new and relearn something needed. The Navsea challenge was entertaining. And Charlie's presentation was excellent.
life touch
Mr. Brown's lecture. NNSY's presentation
Charles Brown's presentation on "Closing the Execution Gap" and the Shipyard's presentation on the changes to their training program.
General session speaker, Baldrige speaker, Aaron Reinke.
"Closing the Execution Gap', NNSY, and USCG.
all
Franklin Covey
The opening session with Charles Brown was the best.
Dr Yacus and the presenter from the City of Norfolk
The opening presentation by Charlie Brown and the Lifetouch presentation.
I enjoyed the Coast Guard presentation on the history of CPI.

4 Disciplines of Execution & Dr. Yacus' presentation on the Baldrige Award.		
I thought the execution gap explanation by Charlie was on point for most of work and home applications		
Start off session and the Baldrige presentations were very good.		
The two I went to were nice, well put together		
Can't play favorites.		
I liked the opening Presentation and then the NNSY Block Training Presentation.		
Charlie Brown		
I found that all the presentation was interesting.		
Charles Brown, NNSy and JSCG Atlantic Region		
Again Charlie was the best.		
Only got to attend one - on training and production costs. It was very informative and thought provoking.		
I thought the NAVSEA training vs. production and their problems and how they are going about to resolve them was worth going to.		
Lifetouch presentation was most informative.		
I liked all three presentations I sat in for: 4 Disciplines, NNSY training, and Baldrige.		
Charles Brown presentation		
Initial opening session, & Doc Yacus's presentation.		
All		
Again, I especially liked the first presentation.		
Charlie Brown's Covey stuff. Baldrige and CPI		
	Valid Responses	39
	Total Responses	45

Please let us know what PRESENTATIONS you DID *NOT* LIKE and would prefer *not* to see at future events.

Response
I always enjoy the diverse spectrum of workshops
n/a
N/A
Training Sch
THE ONE ABOUT LESS TRAINING,
none
NA
None.
none
The segment on training's impact on production seemed a little too specific to the shipyard. Some of the participants kept trying to get specific answers about their issues.
I did not like the Baldrige presentation. The presentation seemed to be too "high level" and seemed to move a little too quickly.
NNSY's Session on their RIE to reduce training rescheduling.
none
I had to leave after the first breakout session and did not get the chance to participate in one of the remaining two presentations.
N/A
Ditto.
N/A
I liked the ones I attended
They were all good
all were good...I picked something up from each of them.
Not sure if I gained anything out of the NNSY training presentation as i have already been exposed to their project. Maybe the option to review another presentation if the material being covered is not of intrest.
N/A

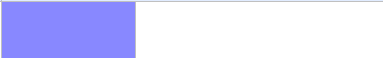




The three breakout sessions. They were too much like Norfolk Naval Shipyard outbriefs, not much teaching		
None		
	Valid Responses	24
	Total Responses	45

Compared with previous HRQMC-sponsored events you have attended, how would you rate this recent CI Project Management Workshop at the Crowne Plaza hotel in Virginia Beach on 24 June?

The CI Project Management Workshop at the Crowne Plaza hotel in Virginia Beach on 24 June was...


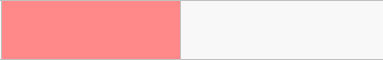

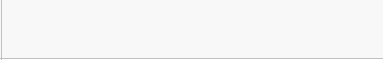

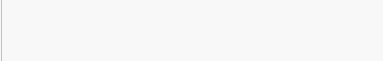
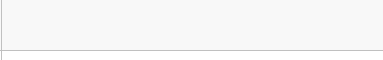
- Better
- About the same
- Not as good
- Not applicable-I have not attended previous HRQMC-sponsored events

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Better		34.9%	15
About the same		16.3%	7
Not as good		0.0%	0
Not applicable-I have not attended previous HRQMC-sponsored events		48.8%	21
Not Answered			2
		Mean	2.628
		Standard Deviation	1.398
		Valid Responses	43
		Total Responses	45

Overall, how would you rate the usefulness of the CI Project Management Workshop at the Crowne Plaza hotel in Virginia Beach on 24 June to you?

- Outstanding
- Excellent
- Good
- Fair
- Poor
- Not applicable-I have not attended any previous MAP Conferences

Response	Chart	Frequency	Count
Outstanding		16.3%	7
Excellent		46.5%	20
Good		30.2%	13
Fair		2.3%	1
Poor		2.3%	1
Not applicable-I have not attended any previous MAP Conferences		2.3%	1
Not Answered			1
		Mean	2.349
		Standard Deviation	1.021
		Valid Responses	43
		Total Responses	44

If you would like information about obtaining Continuing Education Units (CEUs) after successful participation in HRQMC-sponsored events, please provide us with your name, organization, and preferred email:

Response			
Roy Allison NNSY (Code 900T) roy.allison@navy.mil			
Patrick Archibald Naval Education Training Command (NETC) patrick.a.archibald@navy.mil			
Jeff Brown, United Coatings, jeffb@earl-ind.com			
LISA COFFEY LIFETOUCH LNSS LCOFFEY@LIFETOUCH.COM			
Christina Condon Norfolk Department of Human Services christina.condon@norfolk.gov			
Yukari Hughes, US Coast Guard Atlantic Area, yukari.k.hughes@uscg.mil			
Joyce Jean Lifetouch National School Studios joycej@lifetouch.com			
Douglas E. Kirk Naval Facilities Command Mid-Atlantic douglas.e.kirk@navy.mil			
keith mccabe northrop grumman shibuilding newport news e-mail keith.mccabe@ngc.com			
keith Panter NAVSEA (L6SC) keith.panter@navy.mil			
Test.			
John E. Ross III NAVFAC MIDLANT, BM1 9742 Maryland Ave. Bldg. A-81, Rm 108 Norfolk, VA 23511-3095 john.e.ross@navy.mil Phone: 757-445-2770 ext. 3034 Fax: 757-444-7542 DSN: 565-			
Yes,Please e-mail with more information about CEU. lynette.scott@navy.mil			
Sheryl R. Smalls USCG Finance Center sheryl.r.smalls@uscg.mil			
I could use some PDU's for this event. Keith Spranger, Northrop Grumman, k.spranger@ngc.com			
Michael Tsikouris Herdt Consulting, Inc. mike.tsikouris@herdtconsulting.com			
Curtis Ward NNSY, curtis.ward@navy.mil			
Erika Workman, Norfolk Naval Shipyard erika.workman@navy.mil			
no			
		Valid Responses	19
		Total Responses	44

What else would you like us to know?

Response			
Keep up the great community of practice			
I appreciate all of your efforts			
Future events.			
Our Network gurus block us from viewing facebook - or any social networking sites.			
The Crowne Plaza did feel a little "tired." Would be interested in a more upscale venue in VB on a par with the Hilton Garden Inn in Suffolk, if affordable.			
Good job!			
Please keep me informed on the meetings and workshops. Thank you.			
Overall, I found this workshop very useful.			
keep me in the loop with other events,conferences in the future..... Thanks keith mccabe ngsb			
Thanks Paul!			
More information on getting buy-in from Supervisory and Management personnel with the BIG Stick routine.			
n/a			
I have my PMP and I'm always looking for oportunites to earn PDU's (professtional development units) could you make that part of the HRQMC, thank you.			
How these are set up, when the next workshop will be and where. What topics will be covered, so I can plan around it and be in town for this. Thanks! Mike			
I appreciate your efforts to organize the workshop. I've been attending for the past several years, and I see how it keeps improving over time. Thanks!			
Stay focused on providing "tools" that we can use. The experieices that people have in their process improvements are valuable...but the focus must be on the "takeaways"...not the story. A few of the sesions were arduous, very repetative, with limited "takeaway" value.			
Thanks for having refreshments, both food and beverage.			
		Valid Responses	17
		Total Responses	43