Would You Let Volunteers Build Airplanes?

How aerospace standards influenced the 2020 Day of Quality to improve competency and commitment from volunteers at ROCovery.

Presented by W. Frazier Pruitt

GRQC

Greater Rochester Quality Council

GRQC is an affiliate of the Greater Rochester Chamber of Commerce

www.grqc.org

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Does your organization deploy volunteers?

Respond in the chat.

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Would You Let Volunteers Build Airplanes?

Respond in the chat.

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Presentation Overview

* ROCovery & Day of Quality Overview
* What is an Aerospace standard
* AS9100 overview
* Key areas of standard for empowering volunteers
  * 7.2 Competence
  * 7.3 Awareness
  * 10.3 Continual Improvement
* Tools created during Day of Quality
  * Process Flow Diagram
  * Training Matrix
  * Volunteer Survey
* Questions

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

ROCovery Day of Quality Overview

Mission

ROCovery Fitness is a supportive community of physically active individuals brought together by sober living, committed to creating an environment of healing and recovery. Members, friends and families are empowered to discover their inner strength and confidence through adventure, fun and camaraderie.

CORE Values

Hope, Respect, Community, Collaboration, Acceptance, Integrity, Encouragement

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

ROCovery Day of Quality Overview

* The day is modeled after United Way's Day of Caring the Day of Quality is held on a specific day in the fall of each year and is a time when process excellence professionals from organizations all over the greater Rochester area work with not-for-profit organizations and small businesses to help improve a key operational processes.

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

ROCovery Day of Quality Overview

GRQC Day of Quality Project
ROCovery – Volunteer Process

Opportunity

- Streamline the process for volunteer on boarding and in-processing for the leaders by reducing the cycle time

Improvement

- Volunteer Survey to understand their perspectives and values
- Develop process map to allow others to visualize the steps

Impact

- Allows the leaders to understand what works and motivates it's volunteers
- Make the process visual and repeatable for everyone to follow

Tools Utilized

- Voice of the customer - Survey
- Process Map
- Training Matrix
- PDCA Training
- Iceberg Culture

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

What is the AS9100 Aerospace Standard

* AS9100 is the international Quality Management System standard for the Aviation, Space and Defense (AS&D) industry
* Created by the Aerospace Quality Group (IAQG) whose members represent companies that carry out the design, development, manufacture and support of original equipment at system and sub-system for
  * Aviation and space products (including platforms and systems) and services
  * Land and Sea-based systems for defense applications

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

AS9100 overview

* 1. Scope
* 2. Normative
* 3. Terms and definitions
* 4. Context of the organization
* 5. Leadership references
* 6. Planning
* 7. Support *
* 8. Operation
* 9. Performance evaluation
* 10. Improvement*

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Key areas of standard for empowering volunteers

* 7.3 Awareness

  Do volunteers know why?

* 7.2 Competence

  Do volunteers know how?

* 10.3 Continual Improvement

  Did the “improvements” work?

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

7.2 Competence (paraphrased)

The organization shall:

a. determine what people need to know, and know how to do, to influence performance and effectiveness of the organization;
b. ensure that people know what they need to know, and can do what they need to do, via appropriate education, training, or experience;
c. When necessary, take actions to improve skills and knowledge, and evaluate the effectiveness of the actions taken;
d. Keep records of people skills and knowledge.

NOTE: Skills and knowledge should be reviewed from time to time.

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

7.3 Awareness (paraphrased)

The organization shall ensure that volunteers and employees are aware of the following:

a. the mission and vision;
b. key objectives;
c. their work influences the organization;
d. the problems of not following the established processes;
e. changes relevant to their job in to organization;
f. their work influences the product or service;
g. their work influences safety;
h. the importance of ethical behavior.

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

10.3 Continual Improvement (paraphrased)

The organization shall continually improve the performance, and effectiveness, of its processes.

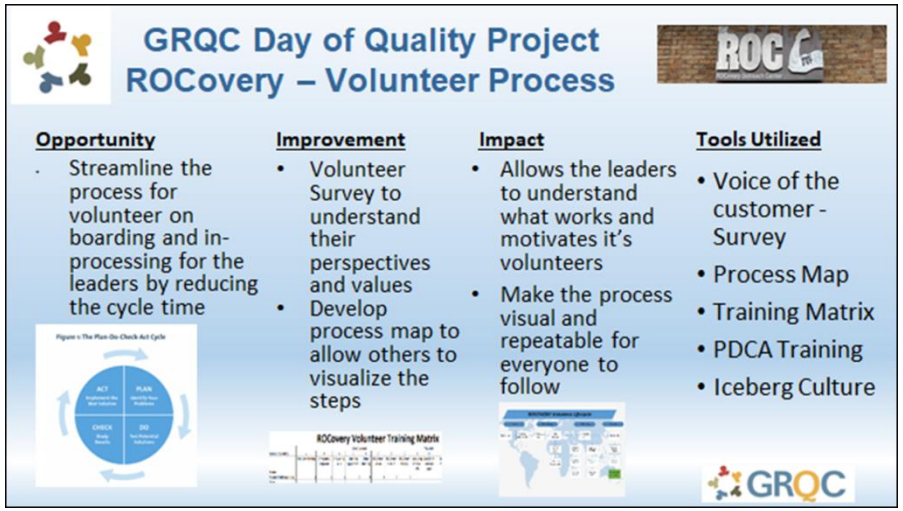
The organization shall analyze results to determine needs and opportunities to be addressed with continual improvement.

The organization shall check to see if improvement actions are successful.

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Tools created during Day of Quality

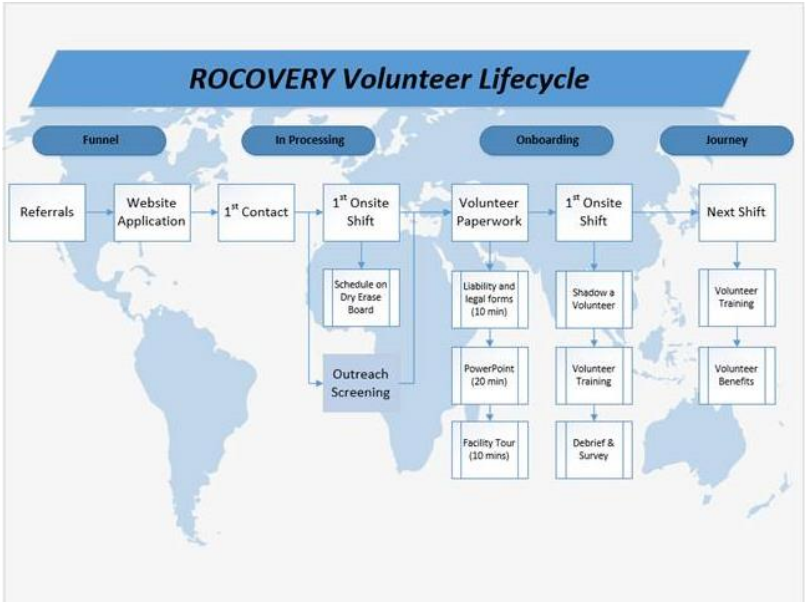
* *7.3 Awareness*
  * Process Flow Diagram
* *7.2 Competence*
  * Training Matrix
* *10.3 Continual Improvement*
  * Volunteer Survey



Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Process Flow Diagram

* First step for almost all improvement projects
* Clarifies process for all parties
* Helps identify waste and redundancy
* Used to design future state process



Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Training Matrix

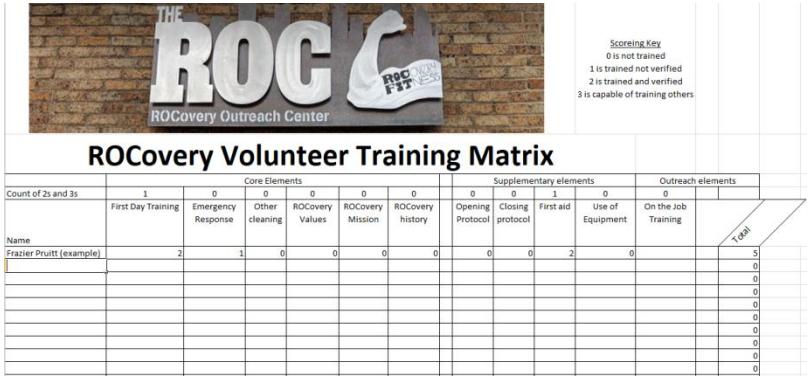
Scoreing Key
0 is not trained
1 is trained not verified
2 is trained and verified
3 is capable of training others

ROCovery Volunteer Training Matrix

	Core Elements							Supplementary elements				Outreach elements		
Count of 2s and 3s	1	0	0	0	0	0		0	0	1	0	0		
Name	First Day Training	Emergency Response	Other cleaning	ROCovery Values	ROCovery Mission	ROCovery history		Opening Protocol	Closing protocol	First aid	Use of Equipment	On the Job Training		Total
Frazier Pruitt (example)	2	1	0	0	0	0		0	0	2	0			5
														0
														0
														0

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Training Matrix Tips



	Core Elements						Supplementary elements				Outreach elements	
Count of 2s and 3s	1	0	0	0	0	0	0	0	1	0	0	
Name	First Day Training	Emergency Response	Other cleaning	ROCovery Values	ROCovery Mission	ROCovery history	Opening Protocol	Closing protocol	First aid	Use of Equipment	On the Job Training	Total
Frazier Pruitt (example)	2	1	0	0	0	0	0	0	2	0		5
												0
												0
												0
												0
												0
												0
												0
												0
												0

* Training elements
  * Core, Supplemental & Mission Awareness
* Scoring
  * 0= Not trained
  * 1 = Trained, not verified
  * 2 = Trained, verified
  * 3 = Verified Trainer

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Volunteer Survey

ROCovery Volunteer Survey

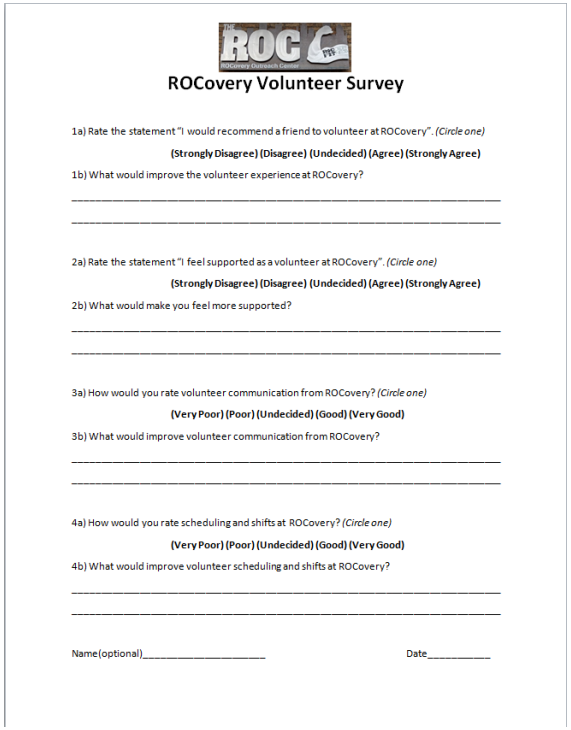
1a) Rate the statement "I would recommend a friend to volunteer at ROCovery". *(Circle one)*

(Strongly Disagree) (Disagree) (Undecided) (Agree) (Strongly Agree)

1b) What would improve the volunteer experience at ROCovery?

_____

_____



ROCovery Volunteer Survey

1a) Rate the statement "I would recommend a friend to volunteer at ROCovery". *(Circle one)*

(Strongly Disagree) (Disagree) (Undecided) (Agree) (Strongly Agree)

1b) What would improve the volunteer experience at ROCovery?

_____

_____

2a) Rate the statement "I feel supported as a volunteer at ROCovery". *(Circle one)*

(Strongly Disagree) (Disagree) (Undecided) (Agree) (Strongly Agree)

2b) What would make you feel more supported?

_____

_____

3a) How would you rate volunteer communication from ROCovery? *(Circle one)*

(Very Poor) (Poor) (Undecided) (Good) (Very Good)

3b) What would improve volunteer communication from ROCovery?

_____

_____

4a) How would you rate scheduling and shifts at ROCovery? *(Circle one)*

(Very Poor) (Poor) (Undecided) (Good) (Very Good)

4b) What would improve volunteer scheduling and shifts at ROCovery?

_____

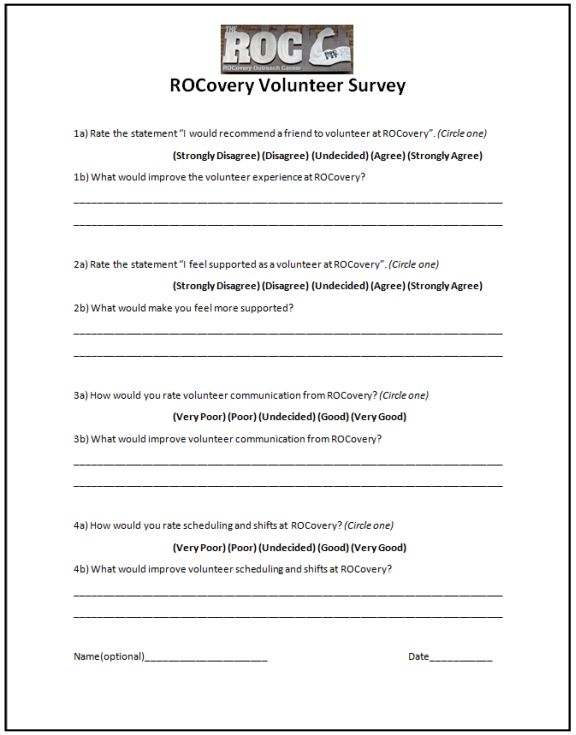
_____

Name(optional)_____ Date_____

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Volunteer Survey Tips

* One to Five Questions
* Likert Scale
  * Strongly agree- Strongly disagree
* Allow for short answer
* Questions that reduce bias
  * "I would recommend a friend to volunteer at …"
* Keep Records



ROCovery Volunteer Survey

1a) Rate the statement "I would recommend a friend to volunteer at ROCovery". *(Circle one)*

(Strongly Disagree) (Disagree) (Undecided) (Agree) (Strongly Agree)

1b) What would improve the volunteer experience at ROCovery?

_____

_____

2a) Rate the statement "I feel supported as a volunteer at ROCovery". *(Circle one)*

(Strongly Disagree) (Disagree) (Undecided) (Agree) (Strongly Agree)

2b) What would make you feel more supported?

_____

_____

3a) How would you rate volunteer communication from ROCovery? *(Circle one)*

(Very Poor) (Poor) (Undecided) (Good) (Very Good)

3b) What would improve volunteer communication from ROCovery?

_____

_____

4a) How would you rate scheduling and shifts at ROCovery? *(Circle one)*

(Very Poor) (Poor) (Undecided) (Good) (Very Good)

4b) What would improve volunteer scheduling and shifts at ROCovery?

_____

_____

Name(optional)_____ Date_____

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Now that you know the some international aerospace requirements and common ways to meet those requirement…

Would You Let Volunteers Build Airplanes?

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.

Questions

Copyright © 2021 W. Frazier Pruitt. All Rights Reserved.