



## **Delaware Quality Partnership**

Human Resource Management  
Barrett Building, 2nd Floor  
821 Silver Lake Blvd.  
Dover, DE 19904  
(302) 739-1990

### **DQP Meeting Agenda**

**August 5, 2011**

**9:30 a.m. – 12:00 p.m.**

- 9:00 Meet and Greet/Refreshments
- 9:30 Welcome - Barbara
- 9:40 Meeting Minutes Approval
- 10:00 Program Presentations
  - Performance Measures – Bob Strong
  - Transformational Leadership – Lean Enterprises Webinar
- 11:45 Discussion - Joe
- 12:00 Adjourn

#### **Presentations:**

#### **Promoting the use of Performance Measures in the Public Sector, Part IV**

*Presented by  
Bob Strong – Department of Labor*

To complement our previous presentations on the *Performance Management in Delaware State Government*, Bob Strong will share practical ways they are using performance measures within the Department of Labor. This presentation is the final agency presentation linking performance measures to process improvement within Delaware state government.

#### **Transformational Leadership: Understanding the Hidden Rules of Engagement**

As a transition to more in-depth application of Plan-Do-Check-Act tool, we have arranged with LEAN Enterprises to re-broadcast a webinar as an introduction to the Plan-Do-Check-Act tool.

**Mark your calendars!**

**Next meeting:  
October 7, 2011**

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#### **Certificate of Attendance**

2.5 hrs

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Barbara McCleary, Chairwoman

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Date