



Delaware Quality Partnership
State Personnel Office, Carvel Building, 10th Floor
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DQP Meeting Minutes
September 30, 2005
Paradee Building, Dover DE

Meeting Minutes--The August 5, 2005 meeting minutes were approved as written.

Welcome--Chairwoman, Tracey Connolly welcomed the members.

Financial and Membership Report—Carolyn Otto updated the members on our financial status as of August 2005. We have 45 members for FY2006. Can you add our balance?

DQA/Baldrige Update—Site visits are starting for the Delaware Quality Award. On the National front, congress is working to pass legislation which would fund the new non-profit category of the Baldrige Award.

Roundtable—Members updated the DQP on their workplace initiatives that deal with strategic and workforce planning.

Tracey Connolly made a request of the members for suggestions for good resources (books, videos, etc.) that can be passed along to the membership.

The next meeting will be held December 2, 2005, Location TBA

The program was presented by Silvia Zsoldos and Harry Lenderman. The topic was Action Learning. In Action Learning, people are engage to find the solution to a problem. This methodology can be used to improve customer service and customer satisfaction, increase productivity and save your organization money without a reduction in workforce.