

# Quality Matters – List of Topics

## Initial List of Quality Matter Topics presented at the 5/12/21 ASQ Section 0511 Meeting

Notes:

The quality matters (i.e., topics) are grouped in titled sections.

- This grouping is purely to facilitate your understanding of where the quality matter belongs in the bigger picture.
- This grouping does not imply the sequence in which they will be discussed. Rather, the sequence will depend on your choices.

The questions for each quality matter are draft lists.

- They are intended to give you a fair understanding of each topic’s scope to generate your interest in the topic.
- Once the topic is selected for a Round Table Discussion, the list of questions for that topic will be revised and improved for use by that discussion.

	<b>Quality Matters</b>
	<b>Quality Professionals</b>
	<b>ASQ – in General and Its Certifications</b>
1.	<b>American Society for Quality.</b> What should be the role of the American Society for Quality (ASQ) in the quality profession in the United States going forward and how should ASQ adjust to play this role? What do quality professionals want of ASQ? What can ASQ do to make the quality professionals join and stay with ASQ, and what can it do that they leave ASQ?
2.	<b>ASQ Certifications.</b> Do quality professionals in the United States need ASQ professional certifications? Are ASQ certifications used in proposals and promotions? Are they worth attaining and maintaining? What training should quality professionals pursue as part of recertification? What role should the certification Bodies of Knowledge (BOKs) play?
	<b>ASQ Section 0511</b>
3.	<b>ASQ Sections.</b> What should be the role of the ASQ sections for the ASQ members, for the holders of ASQ professional certifications, and for other quality professionals and how should the ASQ sections adjust to play that role? What do quality professionals want of their ASQ sections? How should the ASQ members, the holders of ASQ professional certifications, and other quality professionals participate in the section work?
4.	<b>A Quality Professional’s Experience.</b> Is the professional life experience of an individual quality professional of interest to other quality professionals? What and how much should such a quality professional communicate to others? What should the audience do with this information? Are quality professionals constrained by their companies what experience they can reveal to their peers?
	<b>Quality Professionals and Their Education</b>
5.	<b>Quality Professional.</b> What should be the role of a quality professional? To lead process improvement? To conduct QA audits? To assure appraisal credentials? Why does a project or an organization need quality professionals? How big should the team of quality professionals be?
6.	<b>Professional Education.</b> How much if at all should quality professionals come from the schools that educate them as such the way that doctors come from medical schools, lawyers from law schools, etc.? Should quality certifications be required? Should licenses be required? Or should anyone be able to be a quality professional, with education unrelated?
7.	<b>Continuing Education.</b> What continuing education do quality professionals need and how should that education be provided and obtained? Do those continuing education needs and means change if the quality professionals are ASQ members or holders of ASQ professional certifications? Do activities that quality for ASQ RUs suffice to provide continuing education for quality professionals?
	<b>Quality</b>
	<b>What Is Quality</b>
8.	<b>Quality vs. Process.</b> How are product and service quality related to process quality? Should process improvement be pursued when the real objective is to improve the product or service quality? Are quality professionals and process professionals the same people?

9.	<b>Agile vs. Quality.</b> Is Agile in conflict with quality engineering, quality assurance, and model-based process improvement and how should such conflict be resolved? What quality procedures could be skipped if the organization is Agile? How do quality professionals deal with teams that say: “We don’t do that anymore because we are Agile now.”?
<b>Flavors of Quality</b>	
10.	<b>Development vs. Service.</b> CMMI distinguishes two (2) significant categories: (a) Development of products and services (b) Service. For example: (a) Development of a new medicine; (b) A service of running a store chain and selling through them. Is quality in development and in service the same or different? If different, what can be unified? What must be held different? What can quality approaches in Development and in Services learn from each other?
11.	<b>Industry-specific Quality.</b> Is quality in different industries the same or different? How should methods and achievements of quality professionals in one industry be communicated to and reused by quality professionals in other industries? For example, what do quality approaches in development of new medicines and in development of software have in common? Aren’t they too industry-specific? Is there something in quality that is not portable across the industry boundaries?
<b>Methodologies, Tools, Models</b>	
<b>Methodologies and Tools</b>	
12.	<b>Methodologies.</b> Are methodologies such as Six Sigma, Lean, Quality Circles, TQM, and others still needed for quality professionals? What should the quality professionals do with those methodologies in their real work? Should the quality professional learn and stick to specific methods (tools) as described in Six Sigma and similar (e.g., as listed in The Quality Toolbox book)?
13.	<b>Software Tools.</b> What place do software tools have for quality professionals? Are they just a word processor and a spreadsheet? Do quality professionals need more than that? Should quality professionals be limited to GUI tools, or should they learn languages (such as R)? What is the place of modeling tools in the quality professionals’ repertoire?
14.	<b>Internet.</b> How has the internet affected the quality profession? What information do quality professionals find on the internet? How has access to tools changed with the advent of the internet? Are books on quality still needed as we now have the internet? How should the quality profession adjust to the internet?
<b>Process Improvement Models</b>	
15.	<b>Model-based Process Improvement.</b> Are models such as CMMI, ISO, and others any good for use by the quality professionals and how should the quality professionals use them? Does it matter which of those models they use?
16.	<b>Appraisal Credentials.</b> Are appraisal credentials (such as CMMI) needed? Who and why should pursue such credentials? Do they assure the quality of product or service? If not, then are they worth the effort? Are appraisal credentials still needed for Agile teams?
17.	<b>High Maturity.</b> What should the role of quantitative and statistical methods known as high maturity in CMMI be in quality and process improvement? Aren’t they an overkill? How to make them lean? Are they worth the effort? Does anyone need CMMI level 4/5 credentials, for example, they helped you improve performance or win proposals? Do models other than CMMI have “high maturity”?
<b>Verify, Validate, Evaluate</b>	
18.	<b>Inspections and Peer Reviews.</b> Are inspections and peer reviews the same thing? Are inspections and peer reviews any good for assuring quality and how should they be implemented to succeed in that assurance? What roles and training should inspectors and peers have? How should they prepare for the inspection meeting? What is the inspection meeting needed for?
19.	<b>Test.</b> What is the role of test in assuring quality? How should it be implemented so that it would not be too late and too little? How proactive should the testers be? Should test be reduced or eliminated when the product is already great?
20.	<b>Quality Audits.</b> Is quality assurance a synonym for test? Are the quality audits and quality assurance the same thing? What should be the role of quality assurance audits? Are process audits and product audits the same thing, and which of them should be done? Who is the Auditor’s Client? Are quality assurance audits worth the effort?
<b>Quality Organization</b>	
<b>Organizing for Quality</b>	

21.	<b>Process Organizations.</b> What should be the realistic role of the Organization in relation to its member projects (as, for example, envisioned by CMMI)? How big should such an organization be? Should it concern itself only with process or also with quality and performance? Should it provide organizational processes and training to its member projects? Isn't such an Organization just a nuisance for the projects needed only to pass an appraisal?
22.	<b>Enterprise Size.</b> Organizations vary dramatically in size, from a business that consists of one (1) person to an organization of many thousands. We know that an organization of one (1) person could be CMMI level 5. How should quality be addressed depending on the organization size? Should there be one (1) quality professional or a team of them, and what would such a team do? To whom should the quality professional report?
<b>Planning for Process Improvement</b>	
23.	<b>Process Improvement Initiatives.</b> Do organizations need process improvement initiatives? Who should lead them and how? Who should participate in them? What if people in the organization do not have time to participate in process improvement?
24.	<b>Plans and Process Descriptions.</b> What is the role of the plan and process documentation? Aren't they just shelfware? Are plans and process descriptions the same thing? How much of them should be written? Who should write them?
<b>Results of Process Improvement</b>	
25.	<b>Effectiveness.</b> Should process effectiveness and process improvement effectiveness be distinguished and evaluated? How do I know whether my process any good, i.e., how should I evaluate process effectiveness? How do I know whether my process change has made the process any better, i.e., how should I evaluate process improvement effectiveness?
26.	<b>Lessons Learned.</b> Are lessons learned and Agile retrospectives the same thing? What role in process improvement should lessons learned play? How should process improvement based on lessons learned be organized? Is it worth the effort?