

VISION

The Quality Texas Foundation (QTF) will continue to be the preeminent state program assisting individuals and organizations with continuous improvement efforts

MISSION

QTF exists to assist individuals and organizations in their continuous improvement efforts thereby positively impacting our communities, state and nation

VALUES

How We Work
Systematic Perspective
Delivering Values & Results
Personal & Organizational Learning

STRATEGIC FOCUS AREAS

Diversify QTF services and offerings
Examiner certification levels/tiers
Expand state and industry partnerships
Marketing QTF value proposition
Develop industry sector action plans
Fundraising strategy
QTF Examiner retention plan

QUALITY TEXAS FOUNDATION Board of Directors

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Lin Wrinkle - LinWrinkle@Quality-Texas.Org
Mac McGuire - DrMac@Quality-Texas.Org

QUALITY TEXAS
FOUNDATION



2020 STRATEGIC PLAN

WWW.QUALITY-TEXAS.ORG



» STRATEGIC PLAN SUMMARY

GOAL ① BUILD OUR PEOPLE

P1.1 Examiner Recruitment

- > Annually review number of Examiners
- > Develop Examiners through more difficult assignments
- > Maximize recognition of Examiners and their sponsoring organizations

P1.2 Examiner Engagement

- > Systematically review each Examiner Training Session through survey feedback by location

P1.3 Develop and Implement a Leadership Development Program for Customers/Examiners/Board

- > Refresh the Leadership Development Seminar and gain board support for classes
- > Develop and implement a Board Leadership Development Program for Junior Board Members

GOAL ② BUILD OUR PROCESSES

P2.1 Review and Strengthen Application and Review Processes

- > Board/CEO/COO work together to create a team of recent Examiners, backup Team Leaders, and Team Leaders to annually review the application Process

P2.2 Strengthen Internal and Communication Relating to Processes

- > Determine communication processes to help Board connect QTF with Board Member networks about our purpose (connected to P.3 below)

P2.3 Review Financial Management

- > Conduct monthly and annual financial reviews with assistance of external accountant (Board Treasurer/CEO/COO)
- > Attempt to maintain a minimum of \$70K profit each year

“By utilizing the Baldrige Framework, we have moved to higher student achievement (and satisfaction and engagement), a top workplace destination, and \$2-\$3 million annual in cost avoidance.”

» Dr. Greg Gibson, Superintendent for Schertz-Cibolo-Universal City ISD

“Their [Quality Texas Foundation] level of attentiveness provided the direction and incentive we needed to refine and improve our processes across the hospital. The encouragement of QTF became a key to our ability to stay the course and remain optimistic through the ups and downs.”

» Greg Haralson, CEO of Memorial Hermann Sugar Land Hospital

GOAL ③ BUILD OUR FUTURE

P3.1 Expand Advocacy (Brand) for QTF Through Identified Networks (External Communication/Marketing)

- > Annually review our brand and determine if changes are necessary – work in networks to expand influence/impact

P3.2 Expand Development/Fundraising Efforts; Increase Membership

- > Annually review current member list, sponsor list, and conference list of participants
- > Bring names of potential board members for consideration

P3.3 Develop New Future Products/Services Based Upon Customer Requirements

- > Annually review surveys and look for potential products/services profit each year
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