

The *Quality Oklahoma* Program

Mission: Helping state agencies serve their customers.

Vision: To instill quality and excellence in all day-to-day state government operations and activities.

Quality Oklahoma started in 1992 as the state's Total Quality Management (TQM) initiative. Since that time, the program has grown to encompass, not only training in problem solving and continuous improvement processes, but also:

- Annual *Quality Oklahoma* Team Day
- Coordinating the Productivity Enhancement Program (PEP)
- Coordinating facilitator training and certification
- Coordinating the State employees Having an Active Role in Education (SHARE) Program
- Strategic planning training and facilitator clearinghouse

The *Quality Oklahoma* Program strives to provide resources which improve state services to Oklahoma citizens, empower decision-making at the lowest level of state government, continuously improve customer service and agency efficiency, recognize outstanding employees, and provide training for changing trends.

For more information about *Quality Oklahoma*, contact:

Joyce Smith
Quality Oklahoma Coordinator
(405) 522-3617
Joyce.Smith@opm.ok.gov

Visit our web page at:

http://www.ok.gov/opm/HR_and_Employee_Services/Training/Quality_Oklahoma.html