



Continuous Improvement Weekly Successes

Teleconferencing Success

This week's highlighted success involves our teleconferencing providers. This success started with a simple question; why do we have two different teleconferencing providers? Research began.



Do they each provide a unique service? Don't think so.
Do they have any hidden charges? Don't think so.
To be sure we discussed with our providers. This is what we found.

- **Both conferencing providers are very similar, charge similarly and have no hidden fees.**
- **Qwest costs 9 cents per minute per participant.**
- **Intercall costs 5 cents per minute per participant.**

Continuous Improvement theory emphasizes researching all angles and quantifying your research. The quantifiable research gave us something similar to compare. When we compared apples to apples the decision was easy. More or less expensive?

The plan is to discontinue the use of Qwest and establish Intercall accounts for everyone needing an account. This will save us \$3,800 a year. This idea was possible because someone engaged themselves in their workplace and was thoughtful about their work.

Thank you, Joe Channell, Dale Stover, Mike Gerwick and Wanda Bowermaster for this week's **CI success!**

We aren't the only ones

The State of Ohio, under the leadership of Governor Ted Strickland has recently begun using Continuous Improvement tools similar to the ones that Liberty is using. Some key tenants of their program are described below. Sound Similar?

- **Continuous Improvement:** Understand a process is never perfect and continue to build a culture where everyone believes everything can be improved and works to make it so.

Quote of The Week

“The most dangerous kind of waste is the waste we do not recognize.”

~Shigeo Shingo

- **Employee Empowerment/Accountability:** Those who do the work know the work best. Partner with employee Unions to better serve customers, engage all of Ohio's workers, and make everyone accountable for results.
- **Manage/Decide with Data:** Rely on data to make improvements, and make performance matter by focusing on measurable, regularly reported results.
- **Efficiency /Agility:** Rapidly respond to issues affecting the ability of government to accomplish its priorities with a flexible, common sense approach to streamlining inefficiencies.