

Regarding compulsive behavior, keeping a checklist is no more compulsive than recording your golf score when you are playing a round. Our memories are just not good enough to know the facts without making notations. To test this theory, identify a standard and write on a piece of paper the number of times you think you missed an opportunity relative to that standard in the last 30 days. You most likely don't have a clue.

All of us have learned lessons we regularly apply to our work challenges. If we apply these same lessons to what we do personally both in our professional and private lives, we can have even better results at work and richer and more rewarding lives with our family and friends.

Bernard F. Sergesketter founded the firm of Sergesketter & Associates following a 36-year career with AT&T. He earned a bachelor's degree in electrical engineering from Purdue University and is a recipient of Purdue's Outstanding Electrical Engineering Award and Distinguished Engineering Alumnus Award. Sergesketter is co-author of Quality Is Personal: A Foundation for Total Quality Management, published by the Free Press in 1993 and now in its fifth printing. He is a Senior Member of ASQ.

News

Schools To Audit Efforts Against NCLB Requirements

A group of ASQ volunteers, led by Craig Johnson, past chair of the Education Division/Forum, will present the concepts of auditing to school leaders in 30 schools/districts to help them understand how auditing can help them manage their efforts in meeting the requirements of the No Child Left Behind (NCLB) Act.

This program will take place January through October 2005. If successful, ASQ will eventually involve all 250 ASQ sections in helping their local schools meet NCLB requirements. Staff at the U.S. Department of Education have expressed interest in following ASQ's progress and seeing how the schools respond.

Check Out These New Books And Courses

If you missed the National Quality Education Conference held in October, you may want to take a look at the following list of top selling books:

- *Quality Across the Curriculum: Integrating Quality Tools and PDSA With Standards* by Jay Marino and Ann Haggerty Raines (ASQ Quality Press, 2004).
- *Permission To Forget. And Nine Other Root Causes of America's Frustration With Education* by Lee Jenkins (ASQ Quality Press, 2004).
- *Charting Your Course: Lessons Learned During the Journey Toward Performance Excellence* by John G. Conyers and Robert Ewy (ASQ Quality Press, 2004).
- *Whatever It Takes: How Professional Learning Communities Respond When Kids Don't Learn* by Richard DuFour, Rebecca DuFour, Robert Eaker and Gayle Karhanek (ASQ Quality Press, 2004).
- *Improving Student Learning: Applying Deming's Quality Principles in the Classroom*, second edition, by Lee Jenkins (ASQ Quality Press, 2003).

