



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (04/03/2019)



## **EQUIP: The birth of our very own library**

*Our little contribution today comes from Alex (our data analyst), with editing and additions from Jack (our project evaluator) – they shared the story you are about to read at our team meeting last week, to a chorus of “awwwwws” and hands clasping hearts. We hope you enjoy our little stroke of luck, and what this offers you, as much as we did.*

It was a frosty morning last week (hard to believe I know) when I arrived at Stepney Green Tube station. I almost headed straight for the office, thinking about a busy schedule of meetings I had that day, but for some reason I had a particular craving for croissants. Oh Sainsbury's; the prospect of those freshly baked pastries was too great to resist. *(Note from V: Alex, if the best pastries come from Sainsbury's, we need to have a chat. The Pastry Parlour in Aldgate, anyone?)*

Happy with my croissants, I chewed and walked and thought on my way to Beaumont House. Little did I know, however, that something inexplicable was due to fall into my lap, and I was the person to receive it.

I arrived at the office; Meena, our wonderful secretary, had news for me:

“There you are”, she said, “someone has been trying to call”.

“Who?” I asked.

“They didn't want to leave their name”, she said, “but they were quite keen to talk to you. I think they're going to call you later.”

Puzzled, the news soon evaporated from my thoughts. A few hours later, however, I was to find out the identity of my audience. His name was Keith, it transpired, and he was particularly keen to transfer a sizeable horde of knowledge for the good of the programme.

A former member of the British Deming Association, Keith proved to be a font of knowledge for quality improvement, and was eager to share this knowledge with us at the programme.

"I have a fair selection of books, pamphlets and tomes", he explained, "and they have been looking for a home for some time. I feel that they would be well looked-after at EQUIP."

"Did you think about a charity shop?" I asked, taken aback.

"I don't think they would be taken care of there", he said. "But then I found your website."

(Lest we forget, dear QI friends, we do in fact have one!). Curious about the team, Keith explored our staff pages. He glimpsed my picture, and thought, 'what an upstanding, fine-looking chap; I'll give him a call'. (*Um, Alex, is that exactly what he thought?!*) From this consideration, dear readers, Keith was eager to send some three-dozen books our way.

True enough, Keith followed through on his suggestion. A few days later I headed to the Alderney building. For the first time since joining Tower Hamlets, I had mail! I was so excited. Jack and I hauled the payload back to base. And here it is:



The result? As of this week, we are proud to announce the birth of our very own QI library. Thanks to Keith's generosity, and keen insight on my fine character (!!!), we are very happy to share this with all those who might be interested to use it. At time of opening, our EQUIP library holds over 30 titles by a number of authors, the most prominent being the distinguished W. Edwards Deming.

You better believe it folks. We do in fact have a variety of books written by one of the gods of Quality Improvement. **If you would like to borrow any of these books please drop by the first floor of Beaumont House in Mile End Hospital.** Books available are listed below.

### QI Library: Book Catalogue

Title	Author(s)	Quantity
Out of the Crisis	W. Edwards Deming	1
Understanding Statistical Process Control	Donald J Wheeler and David S Chambers	1
Understanding Variation: The Key to Managing Chaos	Donald J Wheeler	1
The New Economics: For Industry, Government, Education	W. Edwards Deming	1
The Keys to Excellence: The Deming Philosophy	Nancy R. Mann	1
The Deming Route to Quality and Productivity: Road Maps and Road Blocks	William W Scherkenbach	1
The Deming Management	Mary Walton	1
The Deming Philosophy: New Ways to Think About the World	Michael D Tveite	1
Leading Transformation	British Deming Association	1
Learning and Leadership	British Deming Association	2
A Perspective on Dr Deming's Theory of Profound Knowledge	British Deming Association	
A Brief History of Dr W Edwards Deming	British Deming Association	3
Out of the Crisis with George, Mises and Deming	British Deming Association	1
Deming Speaks to European Executives	British Deming Association	2
The Japanese and Business Transformation	British Deming Association	1
A System of Profound Knowledge	British Deming Association	3
The Role of the Coordinator	British Deming Association	2
Profound Knowledge	British Deming Association	1
Why SPC?	British Deming Association	3
How SPC?	British Deming Association	2

Deming's 14 Points for Management	British Deming Association	1
Towards Implementation of the Deming Approach	British Deming Association	1
Performance Appraisal and All That!	British Deming Association	1
The Germ Theory of Management	British Deming Association	1
Operational Definitions	British Deming Association	5
Deployment Flowcharting of Business Processes	David Howard	1
Quality in Sales	British Deming Association	1
Beyond ISO 9000	British Deming Association	1
Elements of Customer-Supplier Relationship	British Deming Association	1

A big thank you to Keith for not only getting in touch but brightening the day for all of us on the EQUIP team. We will be in touch very soon, to thank you properly.

For a contemporary assessment on the legacy of Deming, do check out this article by Joshua Macht: Macht, J. (2016). The Management Thinker We Should Never Have Forgotten. Harvard Business Review, available from: <https://hbr.org/2016/06/the-management-thinker-we-should-never-have-forgotten>

Also in terms of our website, I'm not entirely sure why we didn't tell you about it earlier.. but here it is anyway: <http://equiptowerhamlets.nhs.uk/>.

Enjoy!

Alex

What a wonderful story – luck just plopped a collection of quality books in our laps – and we hope to share this good fortune with you. Drop us a line if there's a tome you're itching to get your fingers on. J

Virginia