



# NATIONAL PARTNERSHIP FOR HIGHWAY QUALITY

## *Quality Quick Takes* Spring, 2008

*Snapshots of quality-related highway developments*

### **Quality Information Center**

Completely updated, the website features information, reports and updates on quality management practices. Quality 101 is a comprehensive listing of quality management programs from Baldrige to Six Sigma and a glossary of quality terms. Ongoing Studies and the Resource Center feature research like the SCoQ sponsored Performance Benchmarking Prototype and Organizational Improvement in State DOTs. A new Successful Practices section highlights what is working from state DOTs around the nation.

<http://transportation1.org/quality/>

*No single government, state, or municipality has all the best and brightest methods on the delivery of quality transportation networks and services. This site contains tools and measures that may be helpful in ensuring the quality journey for transportation professionals.*

### **I-35W St. Anthony Falls Bridge – Minnesota Department of Transportation**

The new I-35W bridge replaces the bridge that collapsed on Aug.1 2007. This bridge carried more than 140,000 vehicles a day and the loss of the bridge is costing \$400,000 per day in lost revenue, increased commuter expenses and burden on surrounding roads. <http://projects.dot.state.mn.us/35wbridge/>

*From comment forms to construction updates and photos, learn how the Minnesota DOT is staying in touch with its users.*

**Transportation Management Association of San Francisco** offers information on car-sharing, ride-sharing, bicycle use, telecommuting, public transit and air quality, as well as alternative commute ideas. [www.tmasf.org](http://www.tmasf.org)

*Manageable, usable information that provides choices for traveling that will improve the quality of living and working in the Bay Area. TMASF encourages ideas and suggestions from the general public and considers that input extremely valuable to the success of its site.*

## **Baldrige Criteria for Performance Excellence – Optional Self-Analysis Worksheet Available**

The Self-Analysis Worksheet can be used in conjunction with the Criteria for Performance Excellence to accelerate your improvement journey by doing simple self-analysis, after responding to the Criteria questions. [http://www.quality.nist.gov/Business\\_Criteria.htm](http://www.quality.nist.gov/Business_Criteria.htm)

*Use the Self-Analysis Worksheet to identify your own strengths and opportunities for improvement and to establish goals and action plans.*

## **Transportation Planning Looks to 2040**

Planning officers concerned with exploding growth, haphazard development and unmet transportation needs hope to formulate a new strategy to guide Northeastern Illinois for the next thirty years – with public input. Go To 2040 is intended to shape the region’s transportation system and development patterns while addressing “quality of life issues” such as the environment, economic developing, housing, education and human services. [www.goto2040.org](http://www.goto2040.org)

*The Chicago Metropolitan Agency for Planning (CMAP) is developing a regional plan to identify and prioritize the region's most critical issues and guide implementation of the solutions through 2040. Residents across the region will have the chance to comment on several different scenarios for accommodating growth to best prepare the region to compete in the global marketplace.*

## **Quality Words to Live By**

*“Quality is everyone's responsibility.”*

W. Edwards Deming (1900-1993), American statistician, college professor, author, lecturer and consultant

*“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.”*

William A. Foster (1917-1945) was a U.S. Marine who received the Medal of Honor for his “conspicuous gallantry and intrepidity at the risk of his life above and beyond the call of duty” during World War II during the Battle of Okinawa in 1945.

*“The measure of your **quality** as a public person, as a citizen, is the gap between what you do and what you say.”*

Ramsey Clark, U.S. Attorney General. International Herald Tribune (Paris, June 18, 1991).

### ***For more information:***

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