

University of Texas at Dallas Project Management Symposium – 2009

Abstract and Bio – Harry Rever

Variation is the Enemy

Abstract:

Time and time again managers and business leaders react to numbers on a monthly report, dashboard, or scorecard. It's quite normal for numbers to be compared to some objective or target, or perhaps a previous month, and based on current results, recommendations and decisions are made. There is a tendency by decision makers or those further away from the actual process, to make knee-jerk reactions or even tamper with the process to "make things better." After all, doing nothing is simply not an option. Knee-jerk reactions and overcontrol decision making are not only frustrating to employees, it actually makes things worse. To reduce, or even eliminate, this type of 'yo-yo' management style, it is imperative to understand the concept of variation. There is perhaps no greater opportunity to influence corporate decision making than to understand and implement this very simple concept.

Learning Objectives:

- Participants will learn how to differentiate between normal noise in a process or metric and unusual events.
- Participants will learn how to replace knee-jerk reactions with a more informed decision making approach..
- Participants will learn a better way to track and monitor key metrics of a business.



Harry Rever – Bio

Harry Rever (MBA, CSSBB, CQM, CQC, PMP) is Director of Six Sigma for International Institute for Learning. He has over eighteen years experience in the field of process improvement, Six Sigma, Project Management, and training. Harry is a dynamic presenter and practitioner of Six Sigma and Project Management with an innate ability to teach the concepts of quality improvement in an understandable, fun and more importantly, applicable manner. People love attending his training and presentations because he shoots straight and gives practical and applicable advice. Harry frequently presents at conferences and seminars across the country on Six Sigma and Project Management related topics. He currently authors a monthly column, "Ask Harry" on the AllPM.com website. Harry is a member of PMI and a senior member of ASQ.