

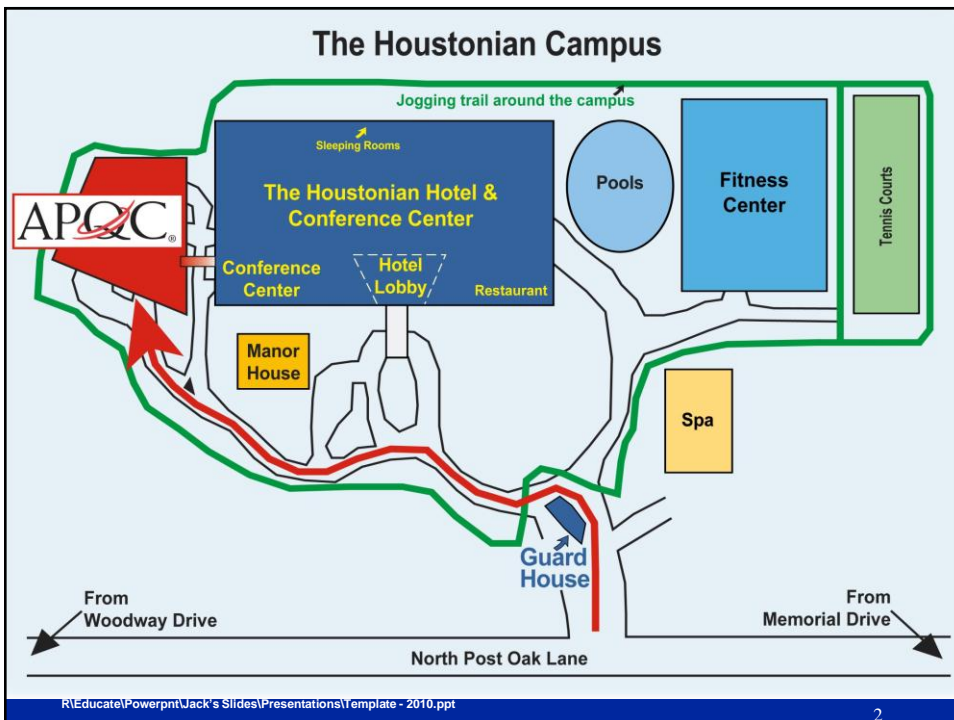
## American Productivity & Quality Center

Columbus OH  
Fordham



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## APQC: American Productivity & Quality Center

- **Houston, Texas: Non-Profit 501 (c) (3)**
- **Founded 1977--\$10 M from 100 Firms**
- **Staff: 80; Budget \$12 million**
- **275 Members—15% Global**
- **Mission: Improve Efficiency and Effectiveness in all sectors—domestic and international**

**1977**

*“We improve our business systems or lose our world competitiveness.”*



**C. Jackson Grayson, Jr.**

*An ad in New York Times and Wall Street Journal, sponsored by U. S. Steel*

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**2010**

*“We improve our education system or lose our world competitiveness.”*



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# Productivity

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# Productivity

Output

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## Earlier World Leaders

Sumeria

Babylon

Egypt

China

Athens

Sparta

Persia

Netherlands

India

Ottoman

Mongols

Rome

Spain

Portugal

France

England

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## Productivity At National Level

Growth in Hours Worked +  
Growth in Productivity =  
Growth in GDP

Hours Worked + Prod = GDP  
1.0% + 1.5% = 2.5%

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## Growth in Hours Worked + Prod. = GDP

Hours	Prod.	GDP
1.5 %	+ 2.5 %	= 4.0 %
1.0 %	+ 2.0 %	= 3.0 %
0.7 %	- 0.7 %	= 0.0 %
- 0.8 %	+ -1.5 %	= - 2.3 %

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## 5 Ways to Improve Productivity



1. Managing Growth



2. Working Smarter



3. Winning Both Ways

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## 5 Ways to Improve Productivity



4. Cutting Costs



5. Paring Down

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## The Importance of Productivity

The rank of nations  
is determined in the  
end by productivity.

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## Approach, Deployment, Results

- Approach: How the system addresses each of the requirements
- Deployment: The extent to which the approach is applied
- Results: Outcomes in achieving the purpose

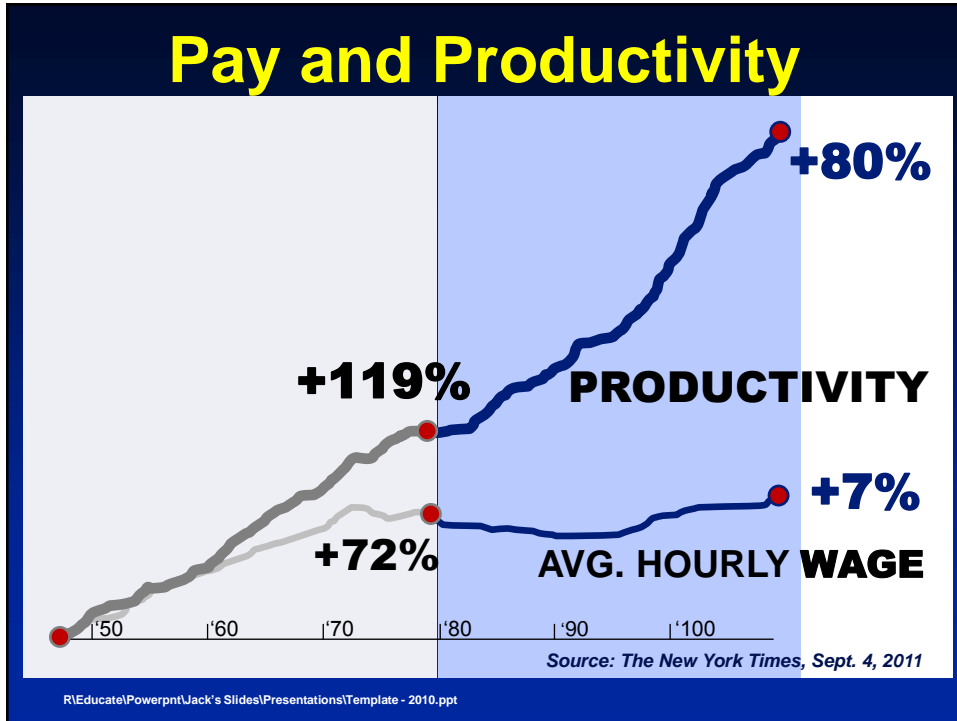
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## Approach

Approach refers to the methods to achieve the purposes addressed in the Baldrige items. The criteria used to evaluate approaches:

- Degree to which the approach is prevention based
- Appropriateness of the tools, techniques, and methods to the requirements
- Effectiveness of the use of tools, techniques, and methods
- Degree to which the approach is systematic, integrated, and consistently applied

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## *Christian Science Monitor*

*19 October 2011*

## A Long, Steep Drop for Americans' Standard of Living

America's standard of living has fallen longer and more steeply over the past three years than at any time since the US Government began recording it five decades ago.

*Christian Science Monitor, Oct. 19, 2011*

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## Three reasons for this:

- Stagnant incomes - real median income is down 9.8 %
- Falling net worth- the value of homes and retirement portfolios dropping
- Rising consumer prices- inflation has eroded buying power by 3.25% since 2008.

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*Christian Science Monitor, Oct. 19, 2011*