

Competency Matrix for a person to teach quality methods.

Part 1

COMPETENCIES TO BE DEVELOPED (and the levels to be attained)		KNOWLEDGE		KNOW-HOW		WISDOM		
		L1	L2	L1	L2	L1	L2	
HISTORY OF QUALITY	EFFECTS							
	GLOBAL ECONOMY							
	JAPAN							
	PROCESS ORIENTATION							
	RESULTS ORIENTATION							
	SHEWHART/DEMING/JURAN/ETC.							
	SUCCESES							
	UNITED STATES							
	FACILITATION SKILLS	KNOWLEDGE						
		LAGTIME						
LEADERSHIP								
MANAGE(ORGANIZE, CONTROL) RESOURCES								
ABILITY TO TEACH QUALITY METHODS	ATTITUDES							
	EXTRINSIC MOTIVATION							
	INTERACTION							
	INTRINSIC MOTIVATION							
	KNOWLEDGE OF PSYCHOLOGY							
UNDERSTAND PARADIGMS	LEADERSHIP							
	LEARNING PROCESS							
	PEOPLE DIFFERENCES							
	PROACTIVE							
	SHARPEN THE SAW							
UNDERSTAND PARADIGMS	SYNERGY							
	TEAMS							
	UNDERSTANDING WIN/WIN							
	CHARACTERISTICS							
	DEFINITIONS							
	DRIVING							
	EFFECTS							
	EVOLUTION							
	FUTURE							
	GOING BACK TO ZERO							
UNDERSTAND PARADIGMS	PAST							
	PIONEERS							
	PREVENTING							
	SHIFTS							

ABILITY TO TEACH QUALITY METHODS	USE QUALITY IMPROVEMENT TOOLS
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COMPETENCIES TO BE DEVELOPED (and the levels to be attained)	KNOWLEDGE		KNOW-HOW		WISDOM	
	L1	L2	L1	L2	L1	L2
AFFINITY DIAGRAM						
AREA CHART						
BAR GRAPH						
BRAINSTORMING						
BUBBLE CHART						
CHECK SHEET						
COLUMN CHART						
COMPETENCY MATRIX						
CONSENSOGRAM						
CORRELATION CHART						
DEPLOYMENT FLOW CHART						
FISHBONE						
FLOW CHART						
FLOW TREE DIAGRAM						
FORCE FIELD ANALYSIS						
FREQUENCY/HISTOGRAM						
GANTT CHART						
IMAGINEERING						
INTEGRATIVE ANALYSIS						
INTERRELATIONSHIP						
LEARNING CHART						
LOSS FUNCTION						
LOTUS DIAGRAM						
MATRICES						
MULTI-VOTING						
NOMINAL GROUP TECHNIQUE						
OPERATIONAL DEFINITIONS						
PARETO CHART						
P.E.R.T. CHART						
PIE CHART						
PILOT PROJECT						
PDPC						
RUN CHART						
SAMPLING						
SPIDER DIAGRAM						
SURVEY						
SYSTEMS PROGRESS						
VISION						

		COMPETENCIES TO BE DEVELOPED		KNOWLEDGE		KNOW-HOW		WISDOM	
		(and the levels to be attained)		L1	L2	L1	L2	L1	L2
ABILITY TO TEACH QUALITY METHODS	APPRECIATION FOR A SYSTEM	ACTIVITY NETWORK DIAGRAM							
		COMMON CAUSE							
		COMMUNICATION							
		COOPERATION							
		DEPENDENCE							
		INDEPENDENCE							
		INTER DEPENDENCE							
		MANAGEMENT							
		OPTIMIZATION							
		PLAN, DO, STUDY, ACT							
		PROCESS CAPABILITY							
		PROCESS MISTAKES							
		RANDOM FORCES/CHANGES							
		SPECIAL CAUSES							
	STABLE SYSTEMS								
	VARIATION								
	WHAT IS A SYSTEM								
	THEORY OF KNOWLEDGE	COMMUNICATION							
		EXAMPLES							
		EXPERIENCE							
INTERPRETATION OF DATA									
OBSERVATION/INSPECTION									
PREDICTION									
PROFOUND KNOWLEDGE									
SPECIFICATION LIMITS									
SOURCES OF UNCERTAINTY									
TAMPERING									
BUILDING TRUST	THEORY OF FAILURE								
	TRUE VALUE/FACT								
	VARIATION								
	ACTIVITIES								
	COMPETITION								
	COOPERATION								
BUILDING TRUST	EQUALITY								
	INFLUENCES								
	RESPECT								
	SUPPORT/COACHING								

		COMPETENCIES TO BE DEVELOPED (and the levels to be attained)		KNOWLEDGE		KNOW-HOW		WISDOM	
		L1	L2	L1	L2	L1	L2		
ABILITY TO TEACH QUALITY METHODS	BRAIN RESEARCH AND THEORY	AFFECTIVE							
		COGNITIVE							
		INTUITIVE							
		LEARNING STYLES							
		NEURONS							
		PHYSICAL							
		TAXON MEMORY							
		LOCALE MEMORY							
		BRAIN-BASED LEARNING							
		THEMATIC TEACHING/LEARNING							
		NEUROSCIENCE							
		INTRINSIC MOTIVATION							
		EXTRINSIC MOTIVATION							
		TEAM BUILDING	COLLEAGUES						
	CUSTOMERS								
	FOCUS/VISION								
	GOALS								
	PURPOSE								
	REINFORCEMENT								
	SUPPLIER								
TRUST									
TECHNOLOGY	AUDIO VISUAL								
	COMMUNICATION								
	GLOBAL INFLUENCE								
	HARDWARE/SOFTWARE								
	PROS/CONS								