

The ASQ/ANSI G1:2021 Standard and What it Brings to Government (6-1-21)

Introducing ANSI G1

The ASQ/ANSI G1:2021 Guidelines for Evaluating the Quality of Government Operations and Services provides a uniform, objective standard by which government entities can measure the efficiency and effectiveness of their operations and services. This standard requires the manager/supervisors of every program office, division, and unit to develop and document a best practice operational plan for their work. It also requires they maintain visible feedback showing successful completion of that plan. The new standards are different from every other quality model, because they assign the primary responsibility to every manager and supervisor at every level of government rather than forcing Executive Managers to lead the effort. The standard also requires each unit (including Executive units) to create a visible scorecard of its performance, based on its documented operational plan. It then provides an objective standard for measuring how complete and effective each plan is at achieving its goals. This creates an agile approach to quality deployment, far different from the traditional waterfall from top level managers. Because of its holistic, visible, and bottom-up structure, it lays the groundwork for a sustainable quality scorecard in every organization, that can easily be benchmarked throughout government. It is a new and transformational strategy, that is destined to be embraced universally as the new standard of excellence in government.

Key Facts

- The ASQ/ANSI G1:2021 allows government to improve performance while reducing risk and costs. It is based acknowledged successful practices of lean and quality improvement.
- The new G1 Standard can support existing quality practices already in place, such as Lean Six Sigma or the Baldrige Performance Excellence Framework, by providing a structured measure of quality practice within each defined system and process.
- The new Guidelines provide a concise framework for elected and appointed leaders, government entity staff and their constituents to know the objective level of maturity of the systems and underlying processes used in the operations and services delivered by the entity.
- The ASQ Government Division's Center for Quality Standards in Government (CQSG) has developed training for ASQ Designated Examiners and others on the Guidelines and how they should be applied so entities can ensure compliance and efficacy in implementation.

Payoffs/Benefits

1. Makes the presence of quality in government measurable and tangible in every department, office, branch, and unit.
2. Provides a clear path to alignment of all the systems and processes within an organization, and identification of areas for improvement.
3. Advances highly effective management through systems thinking and process standardization.
4. Enables uniform assessment across all types of government, and at all levels.
5. Incentivizes those accountable for organizational outcomes to use and monitor quality management practices.