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## EFFECTIVELY USING EXPERIENTIAL LEARNING TO IMPART TQM CONCEPTS IN A HIGH TECHNOLOGY ENVIRONMENT

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Imparting the concepts of Total Quality to an organization is often difficult and even more difficult in a high technology, government contract environment. In this environment where state of the art technology is being developed, the belief sometimes exists that "total quality" is burdensome and unnecessary. There is also resistance to any concepts which are not empirically based, making much of TQM open to skepticism.

The session will examine various experiential learning techniques that have been used in this setting to impart key concepts of TQM such as teamwork, customer focus and continuous improvement. Setting up the activity, conducting and debriefing needs to be done in a way that learners see the value in the activity and able to extract the desired key concepts of total quality. By utilizing some simple guidelines the trainer can turn a mediocre session into one which will generate enthusiasm for the subject matter. The essential goal is to create an environment where the learners are able to apply the learning back to their jobs resulting in a positive impact to the corporate bottom line.

#### Company Information

Harris Corporation, headquartered in Melbourne FL, is a producer of high technology communication and information processing systems. The Government Aerospace Systems Division specializes in airborne and spaceborne systems for processing, displaying and communicating information, focusing on the military or government marketplace. Harris is a worldwide, Fortune 500 Corporation with sales exceeding \$3 Billion dollars annually

#### Presenter Bio

Lewis Likens is an internal OD consultant and Total Quality Management Coordinator for the Harris Corporation Government Aerospace Systems Division. He holds a BA in Psychology from Stetson University (78) and earned his MS in Business Organization Management from the University of LaVerne California (84) while serving in the U.S. Army. He has been with Harris since 1984 and has a background in counseling, industrial training and Human Resources.