

The ASQ/ANSI G1:2021 Standard and What it Brings to Government

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. In this manner it provides a powerful new tool for sustained quality practices in government, by making the use of quality measurable. It is the product of the American Society for Quality (ASQ) Government Division, and its Center for Quality Standards in Government, in collaboration with the American National Standards Institute (ANSI).

This standard requires the manager/supervisors of every program office, division, and unit to define, develop and document a best practice operational plan for their work, using structured system mapping or process mapping. It provides first-ever maturity models to allow objective scoring of the use of well-known quality and management practices to deliver excellent services. The standard also requires development of objective metrics and indicators that are matched to their best practice operational plan, and through which they can post 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 individual manager and supervisor at every level of government rather than forcing Executive Managers alone to lead the effort. This creates a “pull” system consistent with Lean Quality practice, 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 on 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, ISO9001 or the Baldrige Performance Excellence Framework, by providing a structured measure of quality practice within each defined system and process.
- Implementation government-wide will provide elected and appointed leaders with a report card on the effectiveness of the operations within every government unit or office. By comparing its outputs with its costs, objective decisions on program efficiency will be possible.

More Information:

ASQ Center for Quality Standards in Government website:

<https://qualitygovernment.org>

Copies of the standard are available from ASQ at:

<https://asq.org/quality-press/display-item?item=T1574E>

Webinar on ANSI G1 is available at:

<https://asq.webex.com/asq/lr.php?RCID=af11c4c98581a1f45ccb2980c74f32ee>

Additional information at:

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