Continuous Improvement Processes in Cooperatives and Communities

The questions we would like to look at here is: how can it be possible to discuss in a group of people working together, in an orderly process, to learn from concrete difficult incidents and develop improvements, without making this more difficult by mixing up accusations, different points of view and suggestions for improvement.

GAB Munich (www.gab-muenchen.de) has developed helpful procedures (GAB procedures) for improvement processes, especially for social institutions (up to certification), and offers training for this.

The basic principle of the "quality circle" will be briefly presented here.

Procedure for quality circles

Preparation: Clarification of who should be present for the issue to be discussed, invitation to a roundtable discussion preferably with a moderator.

Step 1: Precise definition of the topic on which there were problems in the collaboration.

Step 2: Collectively gather what good collaboration would need to look like on the stated issue, with written agreement on general, more mission statement-like phrases

Step 3: As exact as possible, fact-like description of the incidents and deviations from the common goal picture, if possible without general assignments of blame

Step 4: Development of concrete possibilities for improvement and suggestions on the topic and agreement/fixing of concrete agreements on this. Who does what, what kind of support is needed, is there a need for a follow-up meeting to reflect on the success, etc.?