

**CANYON LAKE PROPERTY OWNERS ASSOCIATION
CORPORATE MANAGEMENT DIRECTIVE/ PROCEDURE**

DIVISION: CORPORATE MANAGEMENT DIRECTIVE

MANAGEMENT POLICY NUMBER: 2007-01

PAGE: 1 of 3

SUPERSEDES: ALL

DATE PLACED IN EFFECT: January 1, 2007

DISTRIBUTION: ALL MANAGEMENT PERSONNEL

CANYON LAKE PROPERTY OWNERS ASSOCIATION QUALITY ASSURANCE PROGRAM

1.0 DIRECTIVE / PROCEDURE

- A. **Purpose:** In an effort to provide better service to the membership of Canyon Lake and monitor the level of service provided to the Membership by the various departments within the Association the below "Quality Assurance Program" shall be administered effective January 1, 2007. The Quality Assurance Program shall include a Quality Group which shall be responsible for reviewing individual departments as well as offer feedback to Quality Issues for Managers in the areas listed below:

Phone Etiquette Administration
Guest Call -Ins
General Information Requests
Membership Service
Member Counter Operations
Accounting Inquiries
Correspondence Follow-up
Facilities Inspections
Phone Administration
Dining Experience
Food Quality
Special Events/Banquet Follow-up Survey

- B. **Program Administrator:** The Corporate Offices (i.e. General Manager) will be responsible for administering this program in an effort to evaluate the level of service within the various departments of the Association.
- C. **Quality Group:** Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution. In an effort to improve service to the membership a "Quality Group" will be established. The reason the Association is here is to serve the

membership. Most employees understand that decisions at work must be made quickly because time is not available to do extensive research. As a result, when it comes to solving service problems, staff is often forced to come up with a "quick fix" that satisfies the customer but does not necessarily resolve the root cause of the problem. This "Quality Group" is a way of giving the Association a short period each week to perform thorough thinking on specific issues that arise.

D. Quality Group Organization: The Quality Group shall be structured with the minimum:

Corporate Administrator
Member Services Manager
Human Resources Manager
Community Member
Community Member

The Quality Group will be responsible for evaluating Quality Concerns and making recommendations for improvement as well as performing quality inspections on various departments.

The Group will perform inspections and offer recommendations for improvement to those issues requiring attention in the following manner.

Managers may submit Quality issues on the Quality Group Submittal Form.

The Committee Shall use the following process in evaluating issues:

- 1. Introduce the basics**
 - Discuss the nature of the quality group
 - Establish working ground rules
 - Confirm dates and locations of future meetings
 - Clarify individual responsibilities
- 2. Find the real cause of the problem**
 - List all the possible causes
 - Evaluate the various causes
- 3. Brainstorm solutions to the problem**
 - Ask group questions
 - Gather information
- 4. Evaluate the possible solutions**
 - Find the most viable solution
 - Respect differences of opinion in the group
- 5. Develop an implementation plan**
 - Put plan in writing
- 6. Present the plan to management**
 - Present to Department Manager

Present to Corporate (if applicable)
Present to Board of Directors (if applicable)