

Christianity, Citizenship, and Quality Management

*A Way Ahead for America: A secular and non-secular
approach to improvement to achieve “a more perfect Union”*

Tim J. Clark

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Apologetics

A Christian worldview has the stamp of reason and reality and can stand the test of history and experience. - David Dockery

Apologetics derives from the Greek word *apologia*, "to give an answer."

- *"But in your hearts set apart Christ as Lord. Always be prepared to give an answer (apologia) to everyone who asks you to give the reason for the hope that you have. But do this with gentleness and respect."* 1 Peter 3:15
- *"There are five Gospels: Matthew Mark, Luke, John, and the Christian, and some people will never read the first four."* – Irish evangelist Gypsy Smith

*The truth is that **sin**, as **defined** in the original translations of the Bible, means "to miss the mark." The mark, in this case, is the standard of perfection established by God and evidenced by Jesus. Viewed in that light, it is clear that we are all sinners.*

– All About God

Our Common Aim

*Whoever pursues
righteousness and love
finds life, prosperity and honor*
Proverbs 21:21 NIV

Working together to take action that results in more needs being met which reduces the harm to people caused by needs not met.

- “In the most basic sense, love is the emotion felt and actions performed by someone concerned for the well-being of another person.” [Got Questions – Biblical Answers](#)
- **Christianity** – *“Be perfect, therefore, as your heavenly Father is perfect.”* Mathew 5:48 NIV
 - God introduced variety and variation into his design
- **Citizenship:** *We the People* -- Working to achieve “*a more perfect Union*” - Preamble: U.S. Constitution
 - [Why Has The West Been So Successful?](#) - Ben Shapiro
- **Quality Management.** Reducing variation from the ideal (*more perfect*) results in higher quality and lower costs to society - [Taguchi Loss Function](#)

Christian Beliefs


For I know the plans I have for you, declares the LORD, plans to prosper and not to harm you, plans to give you hope and a future. - Jeremiah 29:11 NIV

- God is perfect (the ideal); Man is imperfect and can choose to improve; Jesus is the standard for perfection.

I am the way and the truth and the life. No one comes to the Father except through me.

- John 14:6 NIV

- Every individual is unique – one of a kind. Man is provided with a purpose, plan, and the potential capabilities needed to achieve the plan. Prayer and the Holy Spirit support the discovery of purpose and meaning.
- Improvement (*more perfect*). Action that results in more needs being met which reduces the harm on people caused by needs not being met.



*“In the beginning,
God created the
heaven and the
earth”*

- Genesis 1:1 NIV



Key



Variety – Differences and Comparisons - No two things exactly alike, everything and everyone varies

Design



Variation – Gap between the ideal (more perfect) and actual

Principles



The closer things are to the ideal, the higher the quality and lower the costs and risks

Variety and Variation

God saw all that he had made, and it was very good. And there was evening, and there was morning--the sixth day.

John 3:16 NIV

- Examples – Genesis: Heaven-Earth, God-Satan, Night-Day, Man-Woman, Adult-Child, Holy-Evil
- Garden of Eden – Heaven on Earth – Perfect degree of variation – daily relationship with God, man free of sin
- Choice: Eat from the fruit from the Tree of Life that would lead to eternal life or eat from the fruit from the Tree of the “Knowledge” of Good and Evil that would lead to sin and death.

Another Chance

For God so loved the world that he gave his one and only Son, that whoever believes in him shall not perish but have eternal life. John 3:16 NIV

- Jesus – The Standard of Perfection.
- The coming Messiah (Jesus) prophesized in the Old Testament.
- Jesus: Born, Lived, Set the example, Performed miracles, Trained disciples, Died, and Resurrected - Documented in the New Testament.
- Aim -- American System of Government – Work towards “a more perfect Union.” Design influenced by Judeo-Christian Principles: [The Founders as Christians](#)
 - [Mayflower Compact](#)
 - Declaration of Independence
 - [Federalist Papers](#)
 - Constitution and Bill of Rights

*There must be a method to achieve an aim.
By what method? – W. Edwards Deming*

National Strategy

... that this nation, under God, shall have a new birth of freedom—and that government of the people, by the people, for the people, shall not perish from the earth.

– Abraham Lincoln

- Continually Reduce the Variation between the ideal (*a more perfect Union*) and the actual situation
- Secular Strategy – Man defines the ideal
- Non-Secular Strategy – God defines the ideal
 - Everyone wins in the long-term
 - More needs met, less harm on people of needs not met
- American Society for Quality – [What is the Law of Variation?](#)

From Concept to Action

Do not conform to the pattern of this world, but be transformed by the renewing of your mind. Then you will be able to test and approve what God's will is—his good, pleasing and perfect will. Romans 12:2 NIV

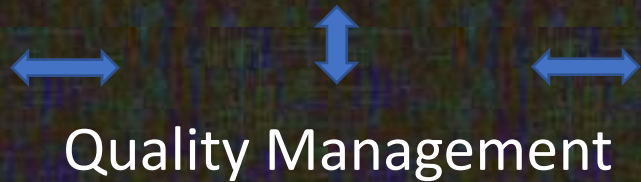
Concept - Community Network

We the People in order to form a more perfect (better) Union (Community)

Assessments

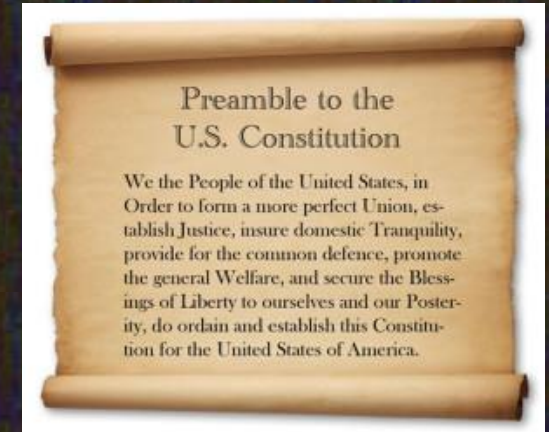
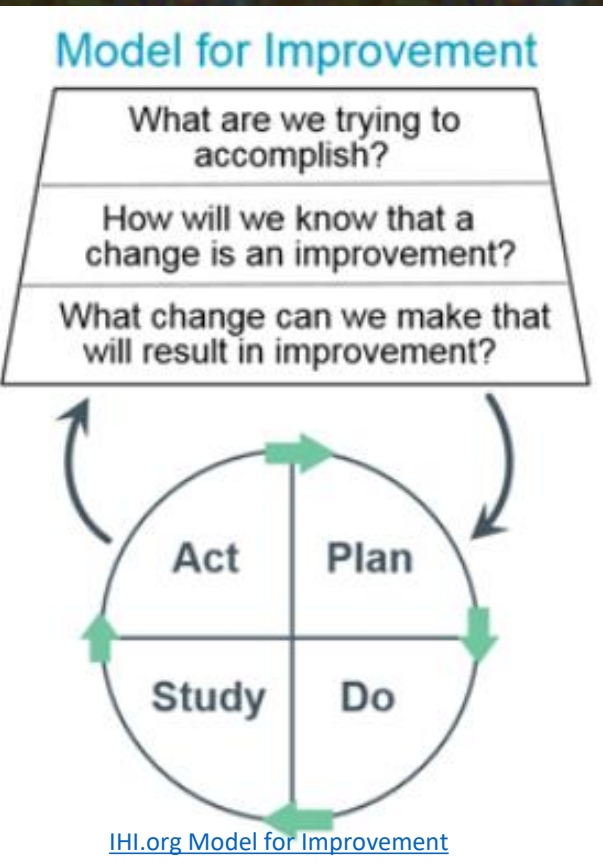
Process Improvement

Purpose



	Helpful	Harmful
Internal	Strengths S	Weaknesses W
External	Opportunities O	Threats T

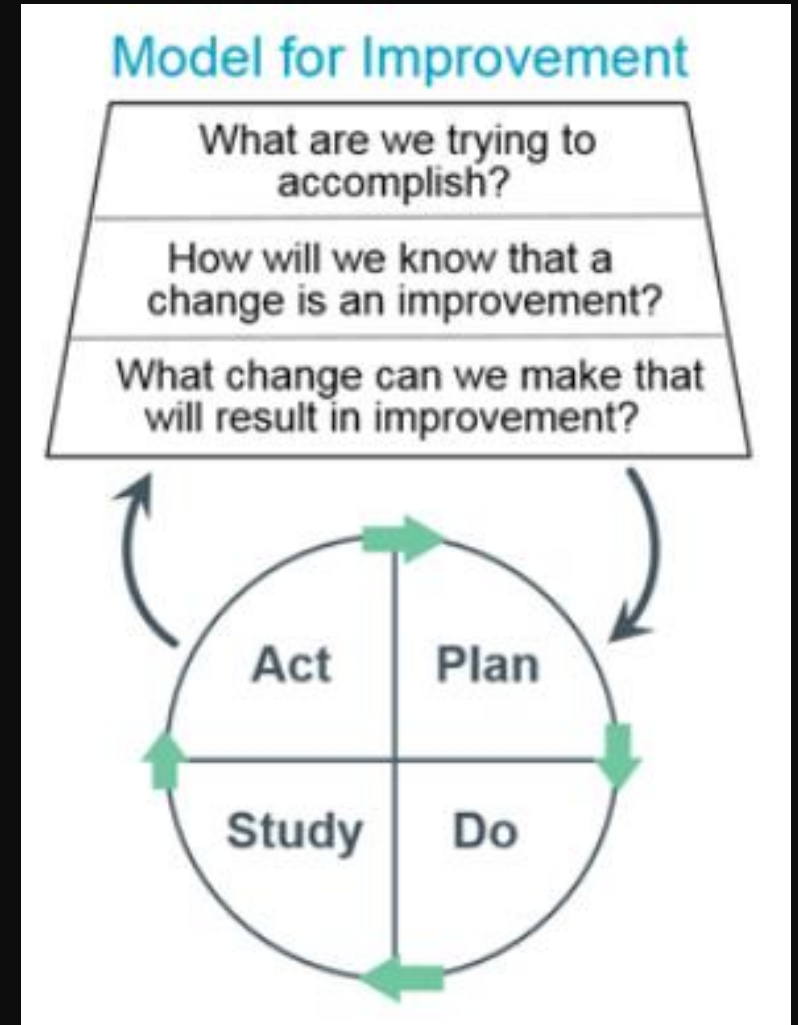
Strategic Planning with Stakeholders



Improvement Fundamentals

- Four Elements of *any* successful improvement:
 - Motivation - Plan
 - Action -- Do
 - Feedback -- Study
 - Learning -- Act
- W. Edwards Deming - [System of Profound Knowledge](#)
 - Psychology – Motivation
 - Systems – Action
 - Variation – Feedback - [The “What’s New?”](#)
 - Knowledge – Learning

“If I had to reduce my message ... to just a few words, I’d say it all has to do with reducing variation” - WED



[IHI.org Model for Improvement](#)

Resources

- [American Society for Quality](#) (ASQ)
- [W. Edwards Deming](#). Deming's contributions in the area of quality management have been recognized throughout the world. Deming was a devout Christian and supported a secular approach to improvement. [Deming Quotes](#)

Recommended books:

- The Deming Management Method by Mary Walton
 - The New Economics for Industry, Government, Education by W. Edwards Deming.
- [Success Through Quality](#) - by Timothy J. Clark – Book and application examples