

# Christianity, Citizenship, and Quality Management

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

Tim J. Clark

April 23, 2021

# 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 the customer and 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 of Variety and Variation in 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
- On our behalf, Jesus willingly paid the price for our sins that were the result of the decision made by Adam and Eve
- Jesus: Born, Lived a Perfect Life, Set the example, Performed miracles, Trained disciples, Crucified, Died, Buried, and was Resurrected. Documented in the New Testament



# Citizenship



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

- Aim -- American System of Government –  
Designed to be continually improved in pursuit of  
“*a more perfect Union.*”
- Design influenced by Judeo-Christian Principles:  
More info - *The Founders as Christians*
- Guiding Documents:
  - [Mayflower Compact](#)
  - [Declaration of Independence](#)
  - [Federalist Papers](#)
  - [Constitution and Bill of Rights](#)

# 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
  - Quality Management – Customer defines the ideal
  - America – Citizens define the ideal
- Science Fiction – Non-humans define the ideal
- Non-Secular Strategy – God defines the ideal; The Bible provides the moral code
  - Everyone wins in the long-term
  - More needs met, less harm on people from needs not being met
- American Society for Quality – [What is the Law of Variation?](#)

# Quality Management - 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 Leader Network [\(link\)](#)

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

Assessments

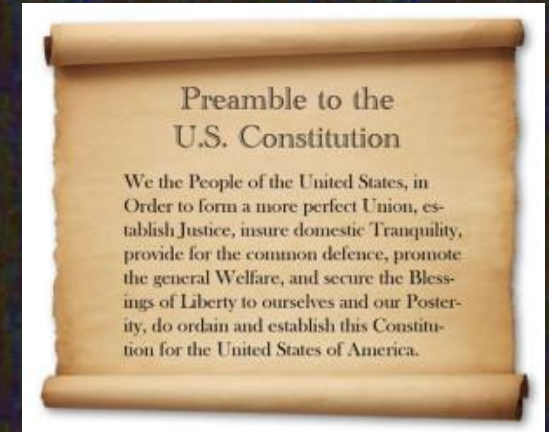
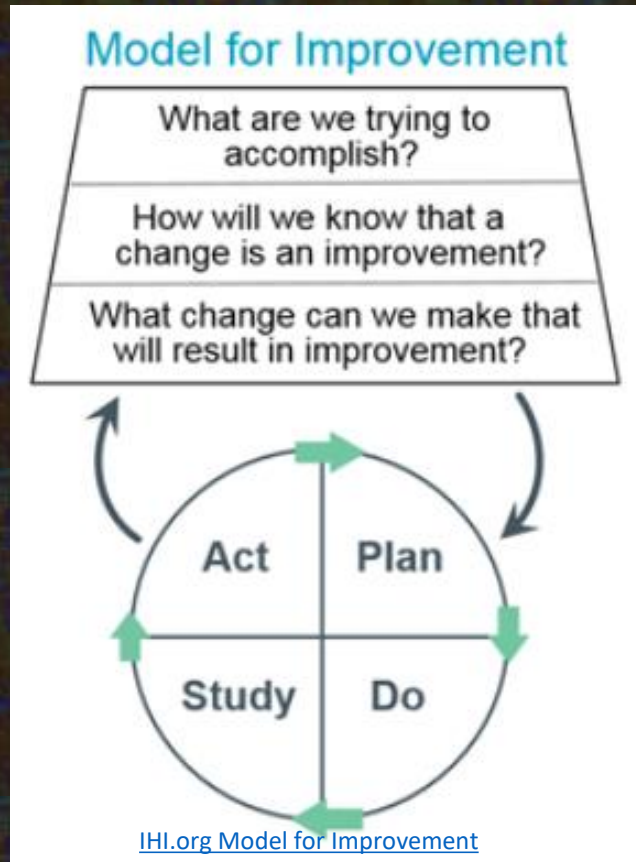
Process Improvement

Purpose

Quality Management



Strategic Planning with Stakeholders

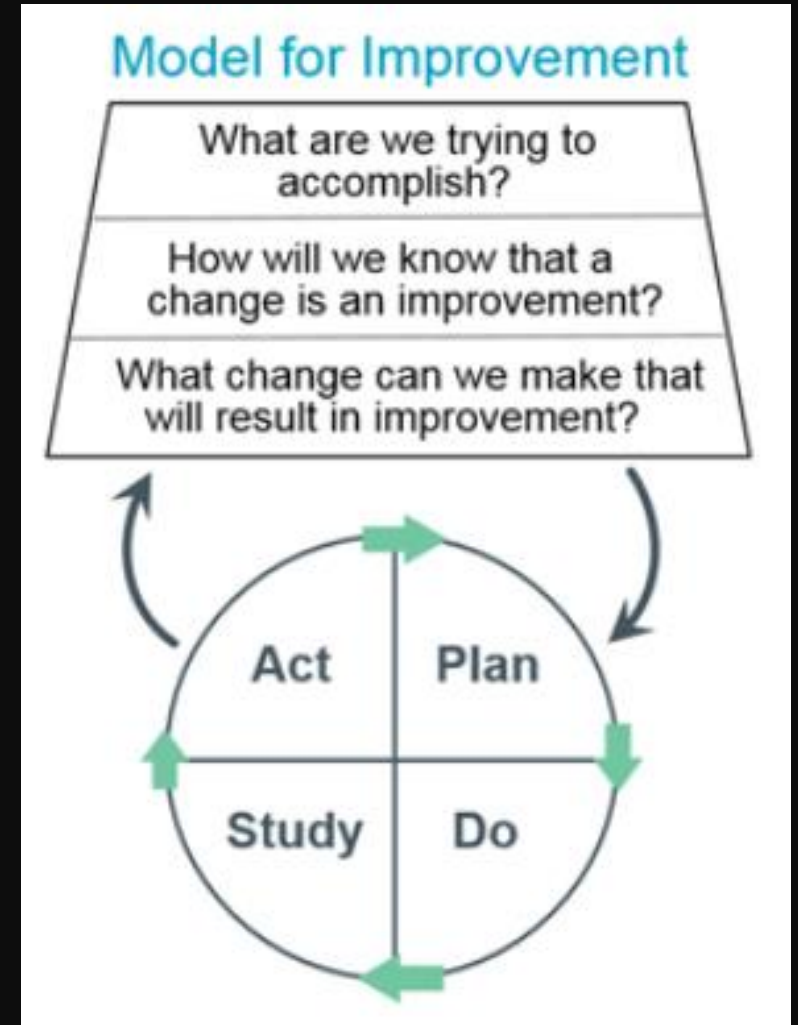




## Improvement Fundamentals

- 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](#)



# You Story?

Anyone that has made a successful change has reduced variation, applied the four components of change, and applied a method.

1. Motivation. The “Why?” What led you to decide to get involved or make a change? What was your “Plan”?
2. Action. What did you “Do”?
3. Feedback. What information did you need to determine success? What did your “Study” of results indicate? What effect did the change have on you and others?
4. Learning. What further Actions (Act) if any, were needed? How would you summarize your overall experience? What worked, what did not? What have or did you share with others over the years about your experience?

# *“More perfect” moments*

“More perfect” moments represent those experiences where you received or provided a positive contribution to others. This could include:

- Expressions of love for another
- A great experience at a restaurant or concert
- Watching your favorite sports team and player (s) have a great game
- Providing or receiving a product or service that exceeds the expectations of customers and other stakeholders
- A government policy that has positive benefits for all
- A teacher that has made a great impact on a child

*Actions motivated by Love result in outcomes where everyone benefits in the long-term*

# Resources

- [American Society for Quality](#) (ASQ)
- [W. Edwards Deming Institute](#) 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