

Judging Excellence Through Quality Judging A Philosophy and Approach For Philatelic Judging In Canada

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OUR CUSTOMERS: The philatelic exhibitor, the accredited judge, the apprentice judge and the potential exhibitor.

In the fast changing philatelic and world environment, satisfying all segments of the philatelic community is getting tougher and tougher. They demand and deserve better...more accurate judging. That means judges must improve their performance in every area of philatelic judging. They must anticipate, act and follow through better than before. Everyone of the judges must work to continuously improve the quality of their processes, and of their training and of their judging.

JUDGES' INVOLVEMENT: Our ability to satisfy all segments of the community depends upon our involvement.

Each judge has the ultimate responsibility for quality performance and quality improvement in their own judging. Insights based on direct knowledge yield many small - and sometimes large - contributions to improving judging quality; but only if they are shared. In judging panel situations, however, improvements generally require cooperative action and teamwork. In fact, successful implementation of many significant improvements in philatelic judging in Canada can be achieved only through teamwork.

CONTINUOUS IMPROVEMENT: To achieve continuous improvement, judges need to use common terms and tools, and a well-structured process.

When people in the philatelic community, judges in particular, use the same vocabulary, concepts and techniques, they communicate more effec-

tively and work more efficiently towards improving the quality and excellence of judging.

Facts and statistics are essential to understanding and improving our judging processes. However, these facts and statistics should not be allowed to stifle intuitions. Sometimes, we all have very important insights about our particular areas of philatelic expertise that are based on experience or knowledge. But, because conditions change and past experience may no longer apply, intuitions must be verified. Fact-based knowledge is the basis for good decisions and solutions. As well, as in any other undertaking where there is a jury system, good decisions and solutions emerge from deliberations and consensus.

The cycle never stops; one improvement leads to the beginning of the next challenge. There are always opportunities to improve. Ideas for improvements can start when we make unsparing comparisons between ourselves and others. When we find another person or organization doing a better job, we can then pin down where, how and why they are better or doing it better.

MANAGING OUR JUDGING: In quality judging every one of us is involved.

We can all make improvements in satisfying the philatelic community, whether it is the exhibitor, our fellow judge or ourselves. To start with:

- Each of us must know his or her roles and responsibilities;
- Each must hold himself or herself individually accountable for the work done. However, once a jury

has decided, solidarity amongst its members prevail; and

- With the knowledge of present performance, each must then establish goals for improvement, and continually drive to meet those targets. Though targets differ depending on the individual, some versions of the following examples will apply:
 - * Meeting commitments
 - * Continuing education
 - * Following through, and following up, with any actions needed or promised.

Since community satisfaction drives our judging, each judge's responsibility is understanding the needs of all segments of the community and translating them into actions that consistently meet those needs.

CONCLUSION: Meeting the challenge.

Underlying all these philosophies and approaches is the requirement to achieve two-way communications up and down the philatelic organization in Canada and to eliminate barriers across the organization as well. Open, effective communication is essential in quality judging.

Meeting the challenge of quality judging is critical to the success of philatelic exhibitions in Canada. In a truly quality driven culture each and every person must contribute his or her best efforts. For all of us as individuals and together as a Society, **Judging Excellence Through Quality Judging** is a never-ending necessity.

Comment on this program is welcomed by the author. Write to Mr. Verge at P.O. Box 5320, Sta. F, Ottawa, Ont. K2C 3J1, Canada.

Story Telling

by Clyde Jennings

Yes, there are many ways of telling stories and here's one of them. Interest. That's what you want to grab --- and hold onto as long as you can.

Take the title of the page, "ATTRITION", as shown in Figure 1 (this from my "U.S. 19th Century Mail, Cancels, and Postal Markings" exhibit). "Attrition?" the viewer asks himself, "this is a cancel exhibit and I sure don't have any cancels from any place such as that!" O.K., good, now you've got 'im, he's just gotta read on

--- if only to see where in the world Attrition is!

Well, the first "attrition" was in Kennebunkport, Maine, where the postmaster or clerk carved himself a candle flame. Figure 2, and proceeded to use it until it was just about illegible, Figure 3, unless you had seen it in an earlier version and could recognize it for what it originally was. Of course, to tell this story as an exhibitor you can't just send off and order the candle flame in four stages of wear --- you've gotta hunt and survive the frustrations,

but that is half the fun, a fact the knowledgeable viewer will recognize and a good judge will be aware of and give you points for.

O.K., now quickly from Kennebunkport to Buchanan, Michigan, while you have the viewer captive and his curiosity piqued. You must not only be fortunate in locating two such related items but must call on your imagination a bit to tie 'em together. Who knows? Coulda been two different individuals a-carving away, but