



Chapter: TQM and Risk Management

Activity Name: Payroll Continuity

Discuss a departmental interruption that you have encountered, such as:

- loss of servers / computer failure
- death, either of family member or co-worker
- loss of payroll information on a laptop (stolen)
- conversion gone bad - recalling extensive direct deposits & re-issuing
- cheques not delivered to an off-site operation in a unionized environment
- lack of funds to cover the payroll

Looking back on any situation we often recognize that decisions that were made could have been different based on different knowledge. What could you have done more effectively to resume operations?