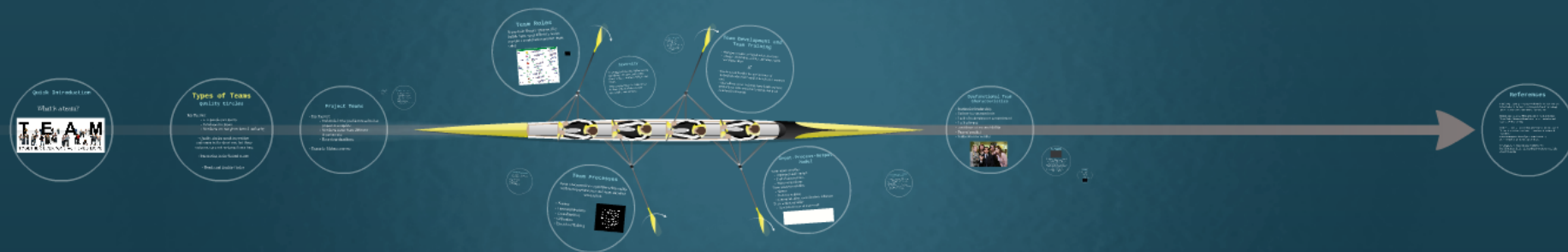Angelina Tornari, Eiron Sanchez, Andrew Bellio, Melissa Lamb, Danielle Jacoby, Allyson O'Brien, Susannah Spoto, and Rebecca Weatherbee

Design effective teams to improve performance in an organization (IT industry)
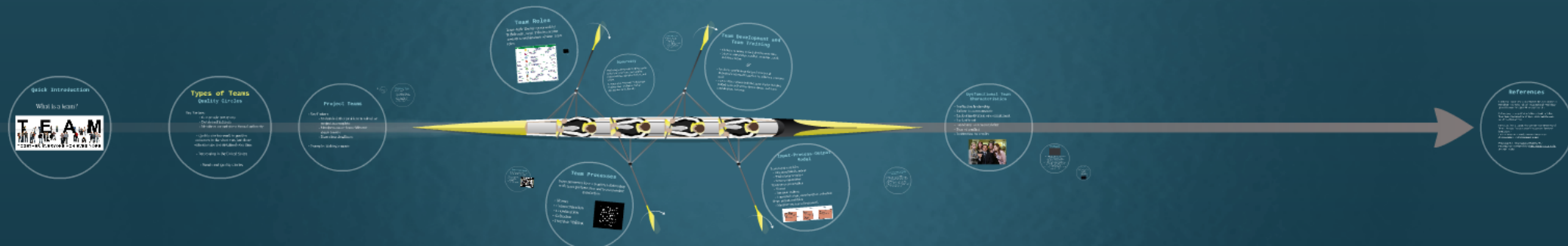
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Quick Introduction

What is a team?

Types of Teams
Quality Circles

Key Factors:
- 6-12 people per group
- Developed in Japan
- Members are not given formal authority

- Quality circles result in positive outcomes in the short run, but these outcomes are not sustained over time

- Decreasing in the United States

- Honda and Quality Circles