



Developing a Five Star Ministry – Part II

February 4, 2018

Reverend Tyrone McGowan, Pastor

- **W. Edwards Deming – Taught post World War II Organizations about Excellence**
- **Churches are too often the last to catch on to progressive ideas**
- **Most people are closed to new ideas when they think everything is OK**

PRINCIPLE ONE:

We want to be the best we can be, reach our **potential**, serve **people** better and glorify **God**. To do this, we must be **intentional** and perpetual. **Hebrews 6:1-3**

- innovation
- research and education
- continuous improvement
- maintenance of equipment, furnishings, facilities

PRINCIPLE TWO:

Let's **practice** what we **preach**, and put **thorns** in our laurels. **Phil. 3:12-14**

- We tend to rest on the accomplishments of the past.
- Just because we have been **effective** in the past, doesn't mean it will continue.
- We need to build methods of **accountability**.

PRINCIPLE THREE:

Everyone on the ministry team is **involved** in analyzing what we **do**, **how** we do it and how we can do it **better** to **serve** the people best.

- Everyone should be part of **quality** inspection.
- We all must take responsibility in areas of **improvement**.
- We must discuss **how** it went.
- How it went is just as valuable as **planning**.
- Leaders must ask, "How can we **improve**?"

PRINCIPLE FOUR:

Who are the **best** people for the **ministry** tasks, and what are the best **resources** we can afford?



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- The **cheapest** way is not always the **best** way.
- Churches often confuse **stewardship** with cheapness.
- **Financial** stewardship is getting the most for your investment.
- We must think of quality with our **staff, leaders**, services and equipment.
- Churches too often use the **warm body** syndrome.
- Use the **right** people for the **right** positions.
- Just because people are **willing** doesn't mean they are qualified.

PRINCIPLE FIVE:

We need to discuss the Q (quality) factor when we plan a **project**, after an **event** and in our scheduled **staff** and **leadership** meetings. **1 Cor. 14:40**

- **Paid staff & membership** must be committed.
- Constant **improvement** must be intentional.
- Putting out **fires** is different from quality **improvement**.
- We must be **proactive** and not **reactive**.
- Leaders must ask, "How can we **improve**?"

PRINCIPLE SIX:

Invest the time and money to **teach, train** and **retain** people to develop their skills and to implement **quality** ministry methods. **2 Tim 2:2**

- **Churches** too often put people in positions with **little or no training**.
- The **corporate** world spends billions of dollars in training seminars.
- We must not lower the **bar** to get people involved.
- The Church should set the **standard** for **excellence**.

PRINCIPLE SEVEN:

The **leader's** job is to buy into the concept for **quality** concern, cast the **vision** and **never compromise** on the core value. **Habakkuk 2:2-4**



Good Shepherd Lutheran Church
GOD. SERVE. LOVE. COMMUNITY.

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- The five star mindset must start with the **leaders**.
- There's no such thing as wrong **people**, just wrong **positions**.
- **Excellence** must become our fabric.