THE QUALITY IMPROVEMENT PROCESS

Step #1: Clarify the purpose

- Secure Management Approval
- Define the Goals
- Identify the Process Owner
- Develop the team charter.
- Appoint a Team Leader
- Develop the logistics for team meetings

Step #2: Select & build the team

- Select the team
- Prepare & conduct the first team meeting
- Facilitate the process
- Create a team plan
- Provide 'just in time' training

Step #3: Examine the process

- Describe the process
- Identify customer needs
- Establish performance measures
- Collect data
- Identify root causes

Step #4: Analyze data and generate solutions

- Look for patterns in the data
- Explore possible solutions
- Test a possible process
- Error proof the process

Step #5: Take action to improve the process

- Apply the balanced scorecard
- Reduce variation
- Eliminate waste
- Streamline the process
- Implement the change
- Organize the workplace

Step #6: Provide Closure

- Evaluate & document results
- Standardize the process
- Make future plans