

Continuous Improvement Tools

Purpose

To lead a team through continuous improvement.

Objectives At the completion of the class, students will be able to:

1. The concepts of creativity
2. Two methods that guarantee that you will be creative!
3. The three basic rules of brainstorming
4. A sure-fire process for successful brainstorming activities
5. How to build an affinity diagram
6. How affinity diagrams encourage unusual connections – critical for continuous improvement efforts!
7. The individualized brainstorm – mind mapping
8. How to build a mind map
9. How mind mapping is better than brainstorming for encouraging team participation and idea generation
10. How to build the best cause and effect diagram for your situation
11. How a cause and effect diagram will get you to root cause!
12. The two basic types of cause and effect diagrams
13. The 13 steps to building a high-powered process map
14. The best way to find waste in a process – and how to remove it!
15. The five key steps involved in solving problems
16. How to get to the root cause of a problem – not just a symptom!
17. Two sure-fire tools for helping a team get to consensus
18. How to visually identify positive and negative factors in any issue – using a Force Field Analysis chart
19. How to chart data to show relationships between variables
20. How to chart data to show percentages
21. How to chart data to show frequency of events
22. How to chart data to show priorities
23. How to chart data to discover trends – or problems – in a process

Prerequisite

None.

About the Class

1. To practice the skills and techniques of this class, students are encouraged to edit an existing procedure or develop a new procedure.
2. This class will be tailored to your industry sector.
3. Each student receives a student guide containing a representation of the program's slides and graphics with space provided for note taking.
4. This class can accommodate up to 25 people.
5. Duration: 8 hours.

**Continuous Improvement Tools
Topics Covered**

Introduction

1. Course Overview
2. Agenda
3. Groundrules

Tools

1. Affinity
2. Mind mapping
3. Fishbone
4. Generating ideas
5. Control charts
6. Histograms
7. Scatter diagrams
8. Pie charts
9. Force field analysis
10. Nominal group technique
11. Weighted multi-voting
12. Forced choice priority indicator
13. Root cause analysis
14. Failure modes and effects analysis
15. Decision making