

## UNIT 1

# Quality Improvement Tools

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# Quality Improvement Tools

Brainstorming

Nominal Group  
Technique



Cause & Effect

Flow Diagram

# Brainstorming



- Everyone participates
- Go round robin and only one person speaks at a time
- No discussion of ideas
- There is no such thing as a dumb idea
- Pass when necessary
- Use “BIG” yellow sticky notes and write only 1 idea per sticky note
- One person assigned as scribe
- For a complicated issue, the session could last 30-45 minutes...or longer!

# Nominal Group Technique



Use a Nominal Group Technique To focus brainstorming results

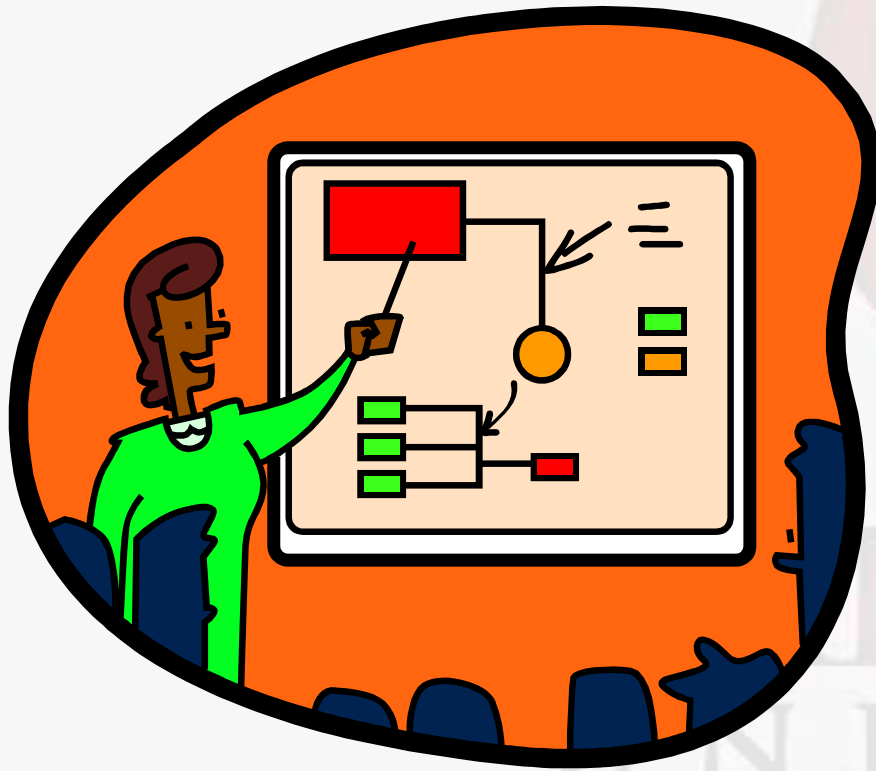
*An internet search on*

*“Nominal Group Technique”*

*Will yield many examples and methods to apply this  
technique*

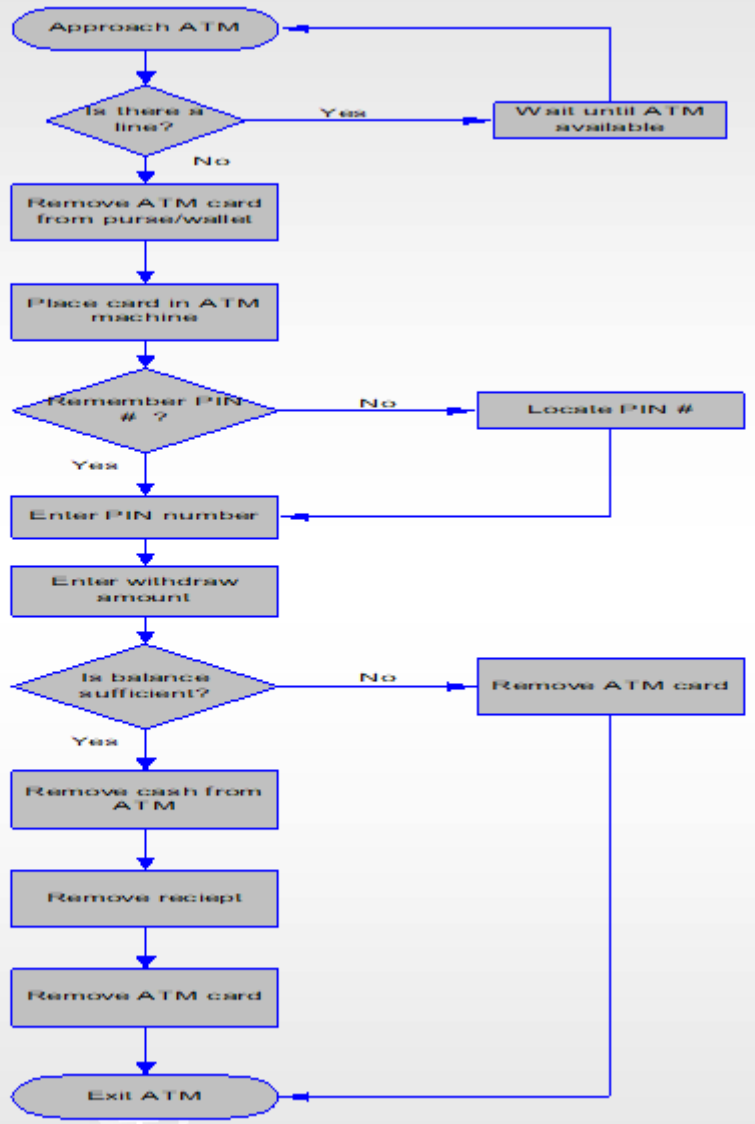
# Flow Diagrams

## Why is flow diagramming helpful?



- Build a common understanding of a whole process
- Develop process thinking
- Improve a process
- Standardize a process

# Flow Diagram of an ATM Withdraw



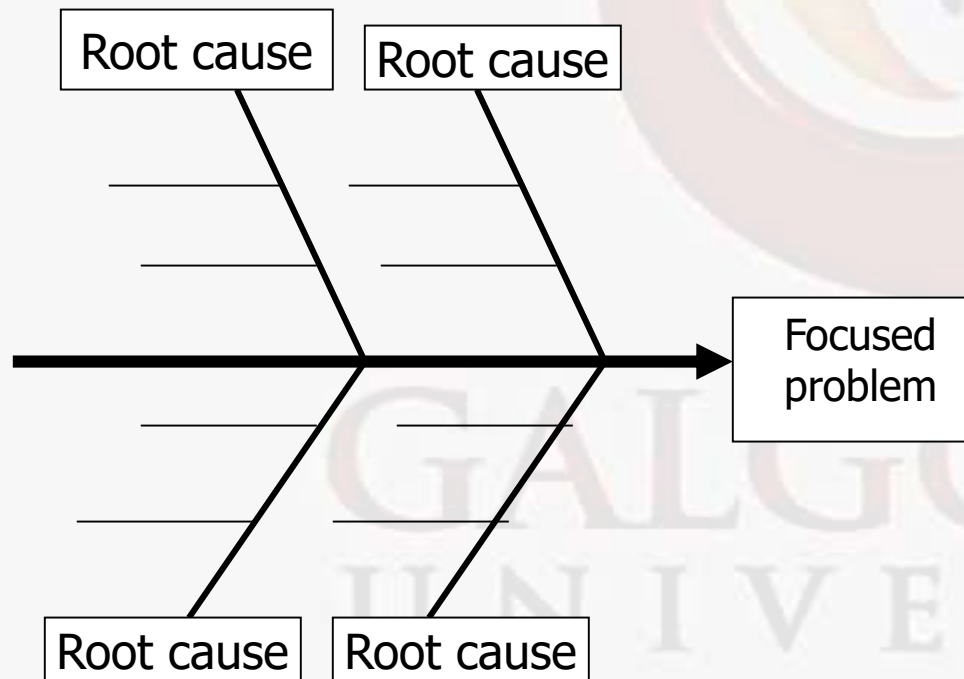
# Investigate the Root Causes

**Understand the root causes of a problem BEFORE you put a “solution” into place**



# Cause & Effect Diagrams

Why are cause and effect diagrams helpful?

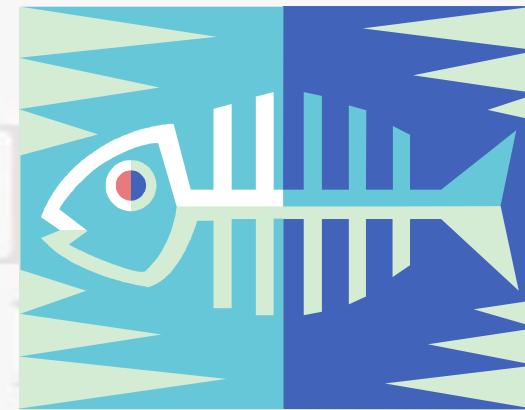


- Identify and display many different possible causes for a problem
- See the relationships between the many causes
- Helps determine which data to collect



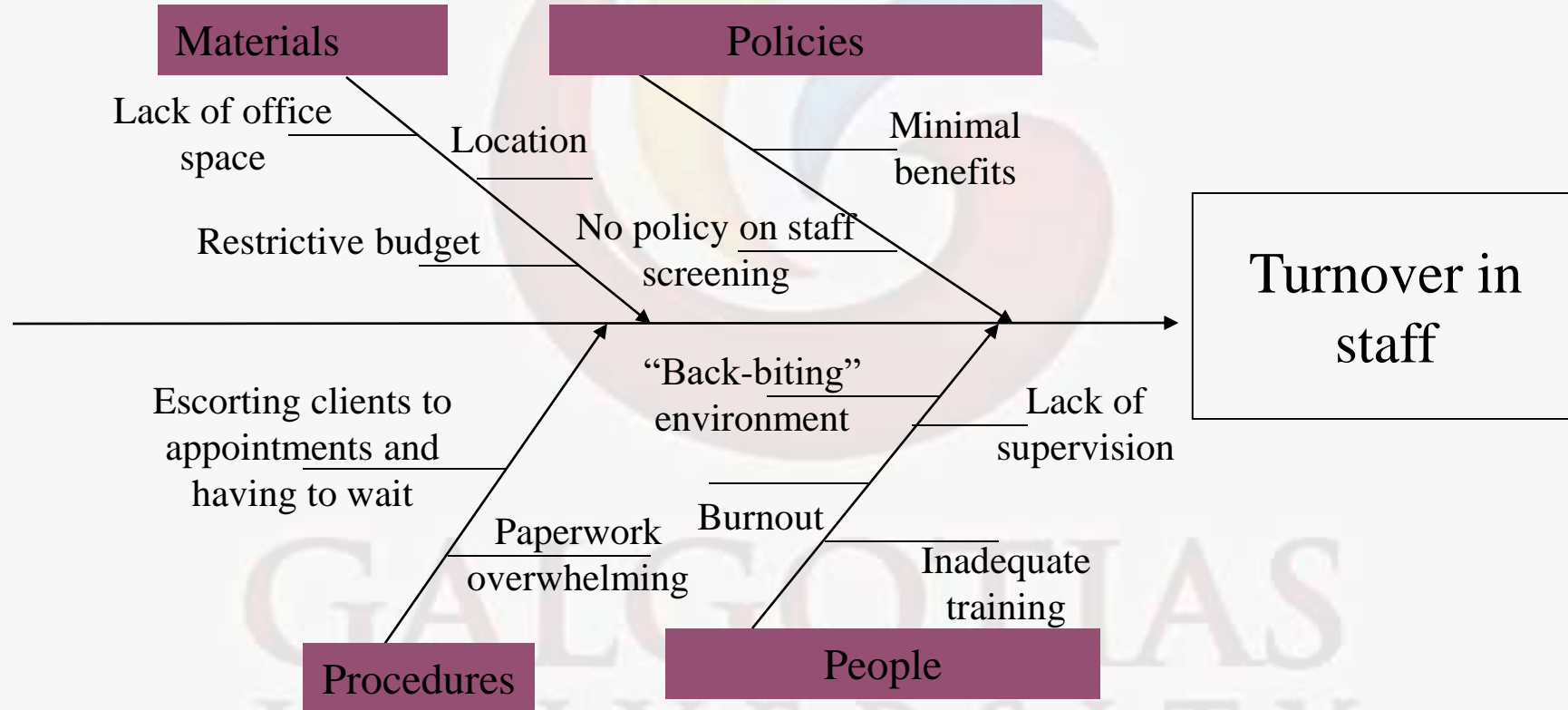
# How To Construct Cause & Effect Diagrams

- Clearly define the focused problem
- Use brainstorming to identify possible causes
- Sort causes into reasonable clusters (no less than 3, not more than 6)
- Label the clusters (consider people, policies, procedures, materials if you have not already identified labels)
- Develop and arrange bones in each cluster
- Check the logical validity of each causal chain



# Brainstorm Results

## Building a Cause & Effect Diagram



# Cause & Effect Diagrams

- Bones should not include solutions
- Bones should not include lists of process steps
- Bones include the possible causes

Better understand the current situation.....

Now begin to develop a change.

# To Summarize....

- Brainstorming
- Nominal Group Technique
- Flow Diagram
- Cause & Effect Diagram



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**Thank You**

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