

CQI Process Improvement and Problem Solving Sequence

PLAN (PLAN A CHANGE)			DO (IMPLEMENT THE CHANGE)	CHECK (OBSERVE THE EFFECTS)	ACTION (EMBED THE FIX INTO THE PROCESS FOR GOOD)
<p>1. Recognize that what you are doing is a “PROCESS”</p> <p>2. Identify the issue or activity of concern .</p> <p>3. Define some measurable characteristics of value to the issue or activity .</p> <p>4. Describe the current issue, activity or system</p> <ul style="list-style-type: none"> • Process flow Analysis’s • Flow charts • List of steps <p>5. Identify the “Big” problem</p> <ul style="list-style-type: none"> • Brainstorming • Checklists • Pareto analysis 	<p>6. “BRAINSTORM” what is causing the problem</p> <p>7. Determine what past data shows</p> <ul style="list-style-type: none"> • Frequency distribution • Pareto charts • Control charts - sampling 	<p>8. Determine the relationship between cause and effect</p> <ul style="list-style-type: none"> • Scatter diagrams • Regression analysis <p>9. Determine what the process is doing now</p> <ul style="list-style-type: none"> • Control charts - sampling 	<p>10. Determine what change would help</p> <ul style="list-style-type: none"> • Your knowledge of the process • Scatter diagrams • Controls charts – sampling • Pareto analysis <p>***Then make the change</p>	<p>11. Determine what change worked (confirmation)</p> <ul style="list-style-type: none"> • Histograms • Control charts – sampling • Scatter diagrams 	<p>12. Ensure the fix is embedded in the process and that the resulting process is used</p> <p>Continue to monitor the process to ensure:</p> <ul style="list-style-type: none"> A. The problem is fixed for good, and B. The process is good enough <ul style="list-style-type: none"> • Control charts – sampling <p>***To ensure continuous improvement, return to step 5</p>