

Online QUALITY SERIES-Descriptions

Plan Do Study Act

Description

This course is designed to develop concepts of solving problems using the Plan Do Study Act model. The course will provide an overview of the theoretical and conceptual background needed to develop the thinking skills necessary for making effective improvements in the workplace. This course emphasizes the importance of using the four-phased model of PDSA. Throughout this course, learners will gain in-sights on how to lead problem-based improvements, perform root cause analysis (RCA), make decisions and implement plans.

Objectives

- Conduct root cause analysis (RCA) on problems
- Identify and plan and resolve high-priority issues using PDSA
- Understand and proactively manage risks and opportunities
- Ask the right questions to find hidden insight

Contact Time

1 contact hour(s) based on 60 minute contact hour

Lean in the Workplace

Description

This course is designed to further develop concepts of Lean improvement in the workplace. Emphasis in this course is placed on the concepts of increasing value, standardizing work and reducing waste. Throughout this course, learners will learn how Lean can be applied to any process and affects the continuous cycles completed in all aspects of business.

Objectives

- Identify the eight wastes of Lean
- Understand the origins of Lean and early business users
- Understand how to build standard work
- Understand how to implement quality improvement processes using Lean
- Practice identifying waste in various workplace settings

Contact Time

1 contact hour(s) based on 60 minute contact hour

Structured Problem Solving for Leaders

Description

This course is designed to develop concepts of structured problem solving in business using the A3 problem solving tool. The focus of this course is on the A3 problem solving model which originated in the Lean Management System. Learners will be guided through each step of the A3 thinking and management process using practical and relevant business examples. Learners will be provided the opportunity to practice framing their own problem using an A3 form.

Objectives

- Define the steps of the A3 process, with examples
- Understand how to use the A3 form (included a downloadable template)
- Lead an improvement initiative using the A3 process
- Understand the A3 process through a case study from a hospital

Contact Time

1 contact hour(s) based on 60 minute contact hour

Managing Performance Using Leader Standard Work

Description

Leader standard work (LSW) ensures a regular review of many areas of the operational environment to make certain improvement gains are maintained and new improvement opportunities are identified. This course is designed to develop concepts of process improvement activities typically focused on process outputs and the overall results of operations. Key leaders in the organization need to standardize activities to achieve high performing results.

Objectives

- Recognize LSW as a process improvement technique.
- Identify the guiding principles involved in LSW
- Apply LSW themes to the operational environment.
- Identify the best practices associated with LSW

Contact Time

1 contact hour(s) based on 60 minute contact hour