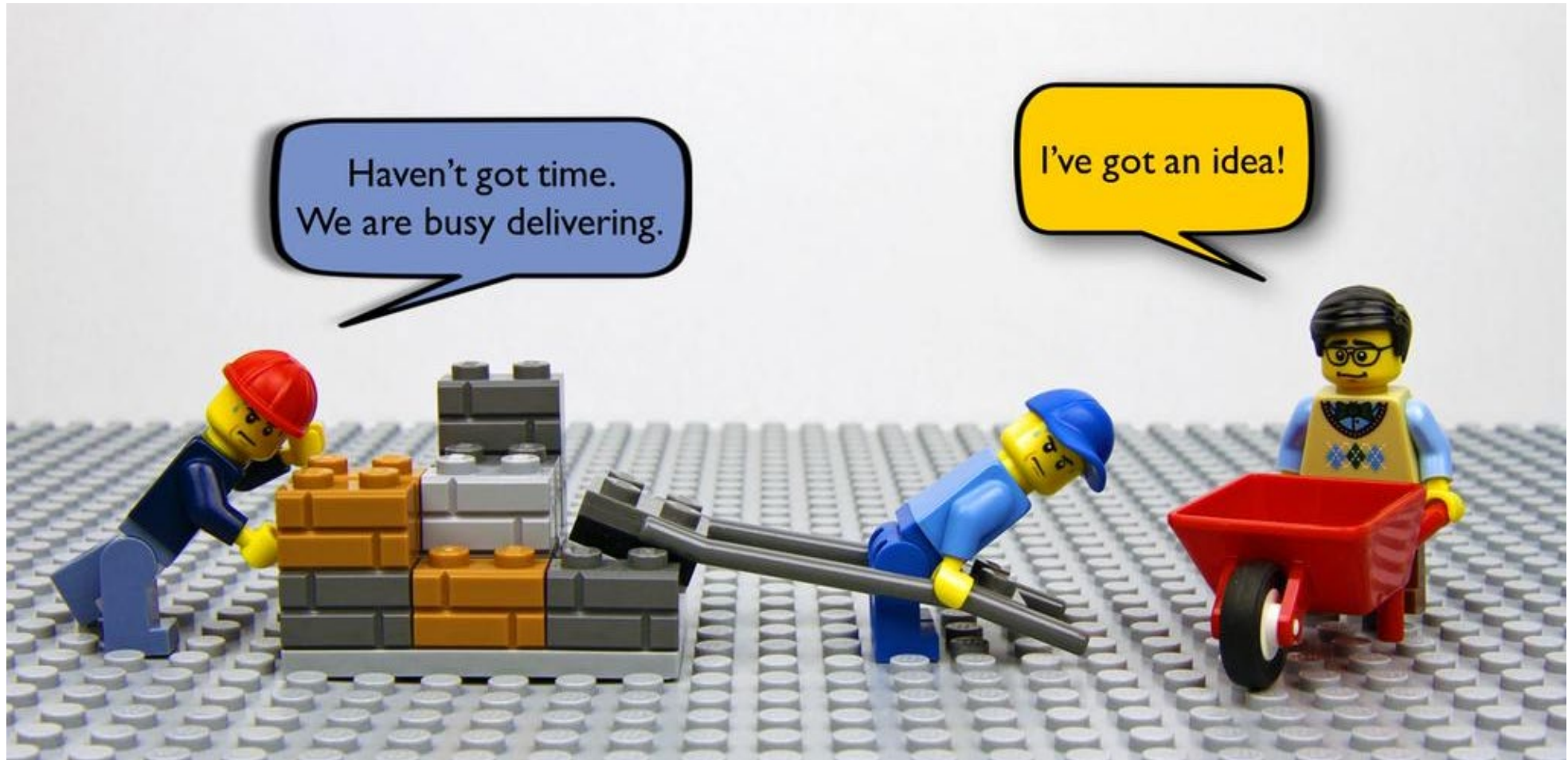


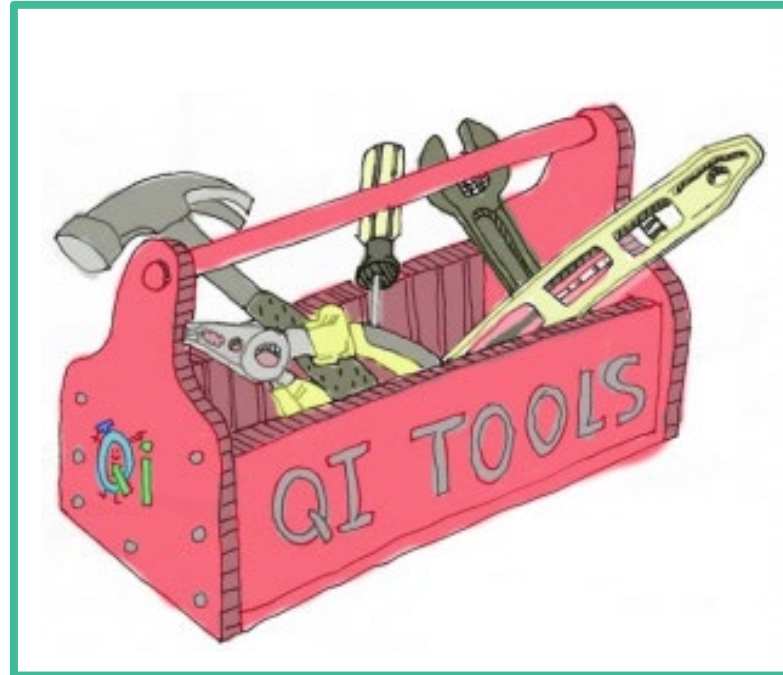
#DAILYIMPROVEMENT TOOLS

Stockwood CMHT Away Day



#DAILYIMPROVEMENT

JUST
DO IT.



Simple problem

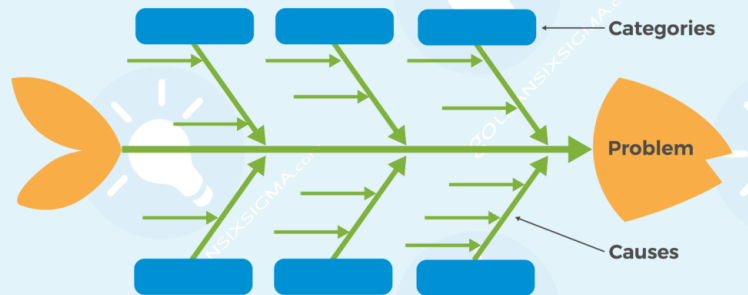
Complex problem

QI TOOLS



Fishbone Diagram

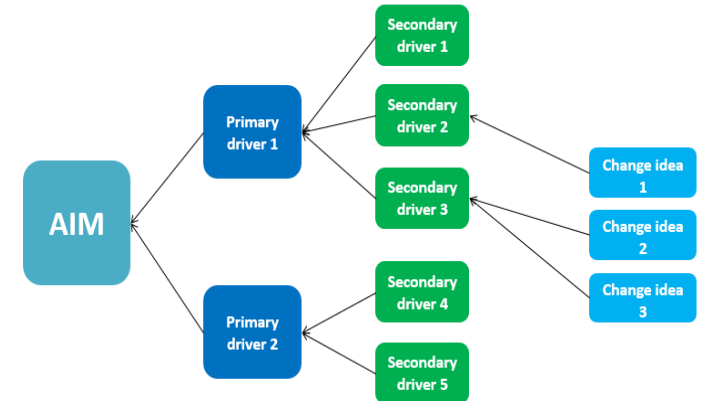
A Fishbone Diagram is a structured brainstorming tool using categories to explore root causes for an undesirable effect.



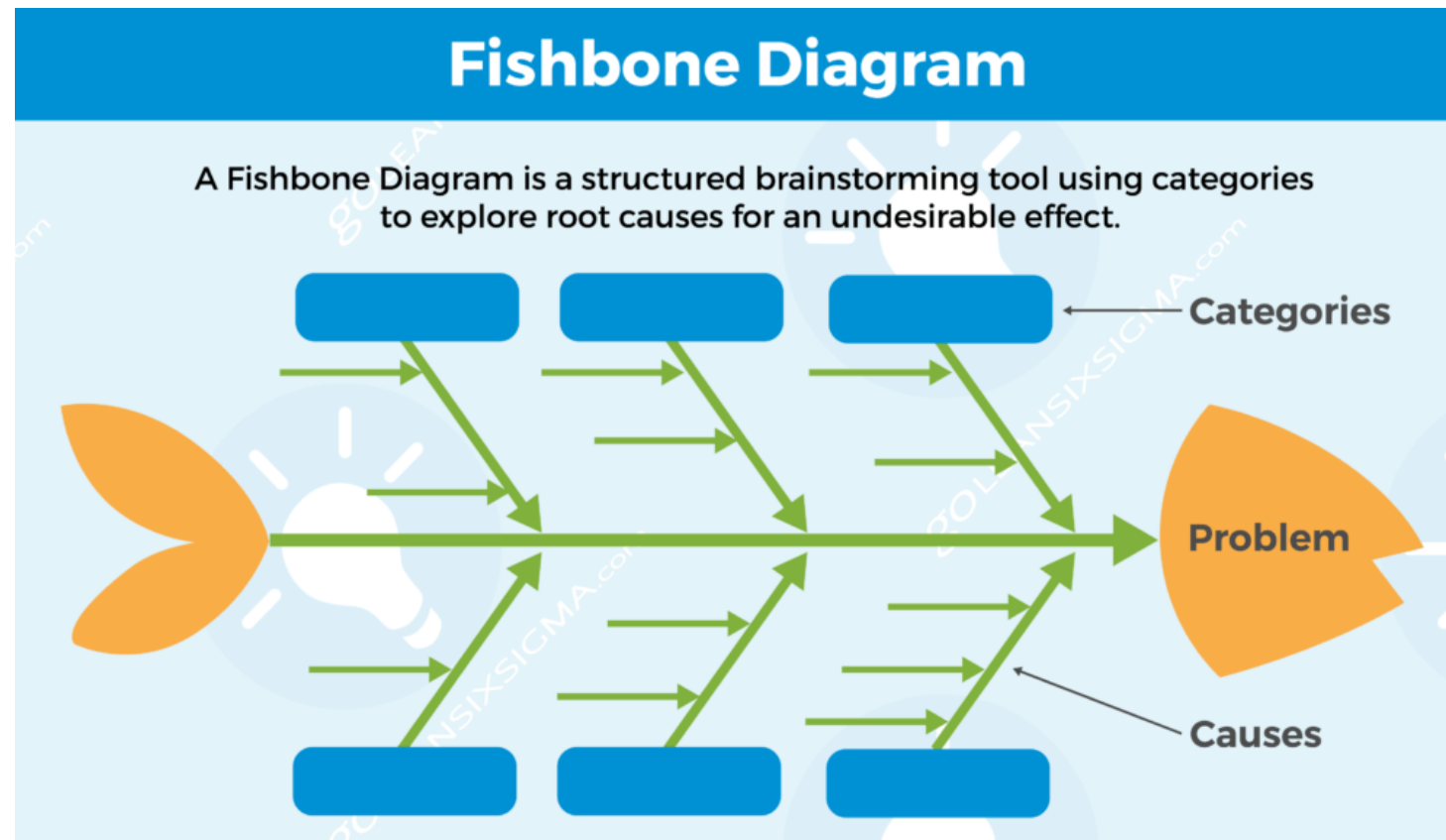
SIX THINKING HATS



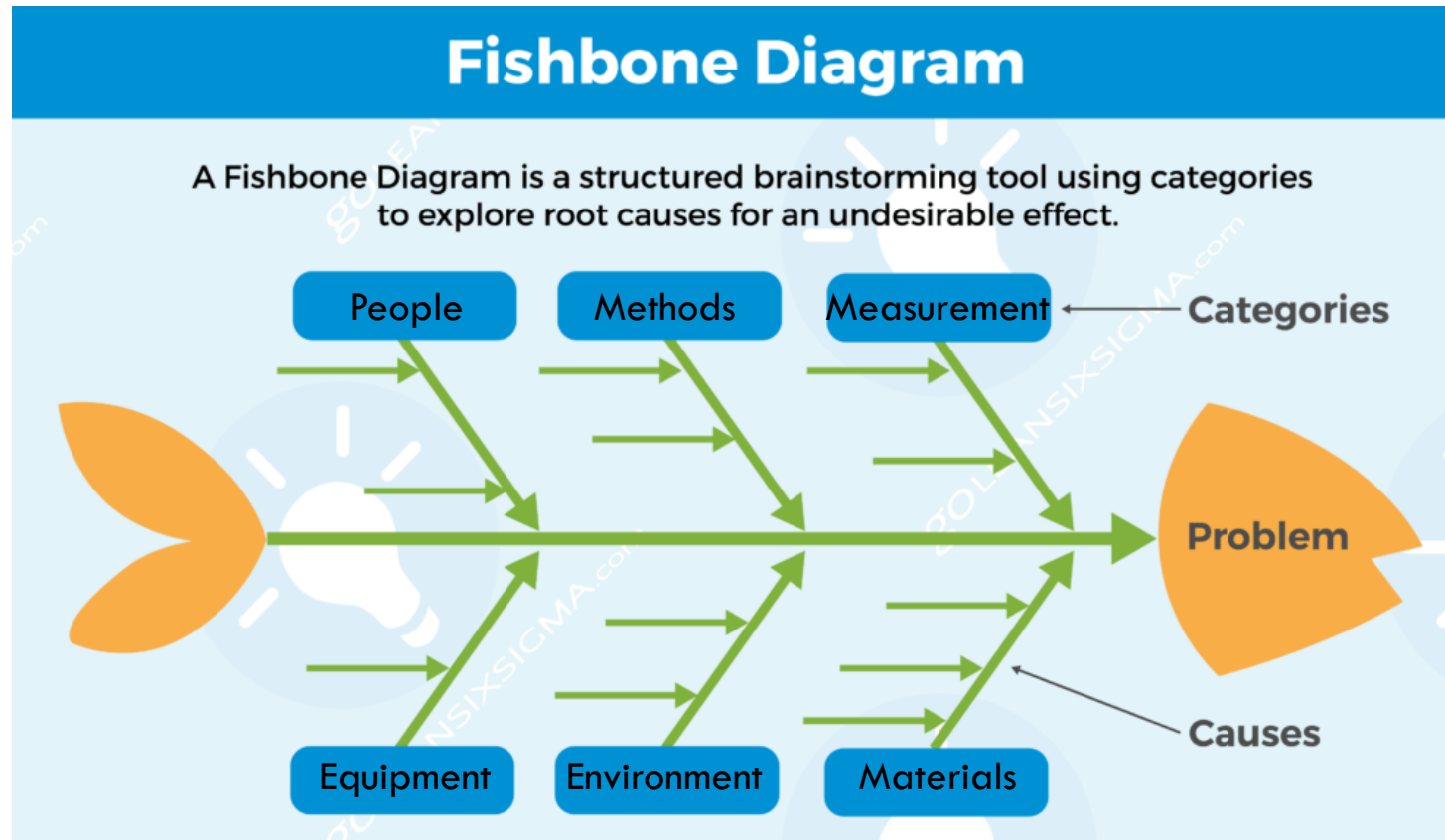
Driver Diagram



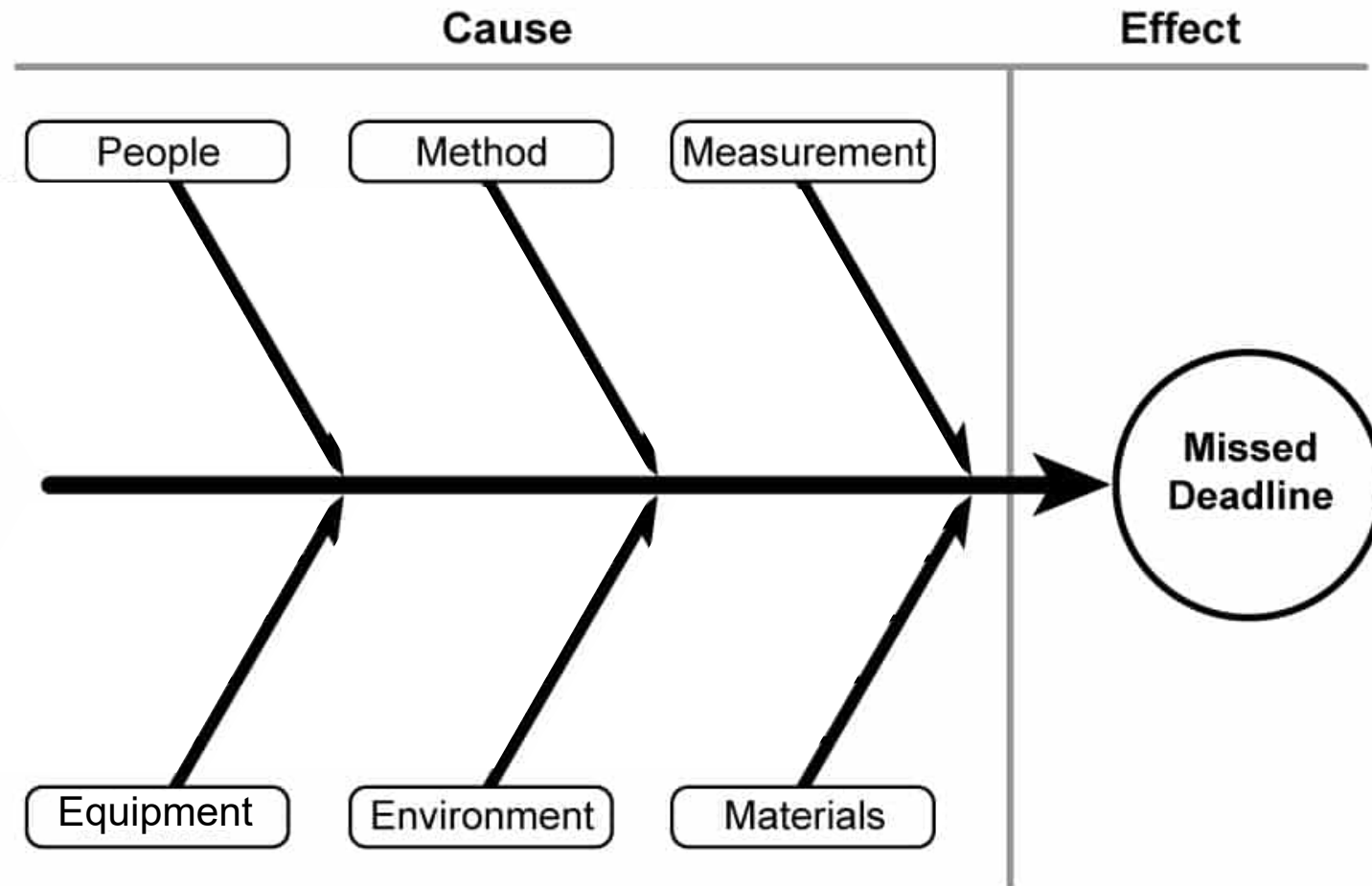
FISHBONE DIAGRAM (CAUSE AND EFFECT DIAGRAM)



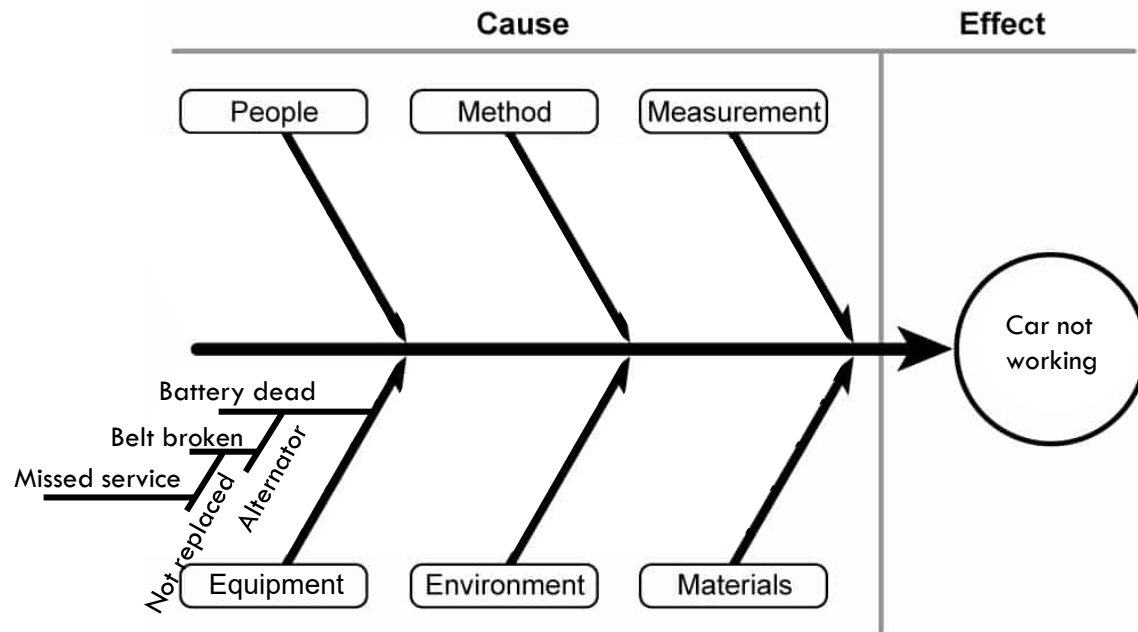
FISHBONE DIAGRAM (CAUSE AND EFFECT DIAGRAM)



FISHBONE DIAGRAM - EXAMPLE



IDENTIFYING CAUSES OF CAUSES – ‘5 WHYS’



Problem: Jim's car isn't working...

Why? - The battery is dead. (First why)

Why? - The alternator is not functioning. (Second why)

Why? - The alternator belt has broken. (Third why)

Why? - The alternator belt was not replaced. (Fourth why)

Why? - The vehicle was not maintained according to the recommended service schedule. (Fifth why, a root cause)

EXERCISE 1



On your tables

1. **Identify a problem you share.** Name it in the fish head!
2. **Work out the major factors involved.** Add them as the big bones
3. **Identify possible causes.** Add them as the small bones

❖ **You have 10 minutes** to discuss and create the diagram

EXERCISE 2



On your tables



- ❖ Discuss ideas and make a plan for a **summer party for Stockwood CMHT**
- ❖ **You have 12 minutes** to discuss your ideas and decisions
- ❖ Create a simple flyer for your party on half a piece of flipchart paper

SIX THINKING HATS



“The main difficulty of thinking is confusion. We try to do too much at once. Emotions, information, logic, hope and creativity all crowd in on us. It’s like juggling too many balls.”

~Edward De Bono

Source: Six Thinking Hats, 1987 (Penguin)

SIX THINKING HATS



Emotions, hunches,
intuition, gut feelings



Critic, analyst,
logical negative



Creative growth,
possibilities, ideas



Facts, neutral,
objective
information



Sunshine, optimism,
logical positive



Cool, agenda, process,
organiser, overview,
decision

EXERCISE 2



On your tables

- ❖ Discuss your ideas for a summer party for Stockwood CMHT (start over afresh!)
- ❖ Spend 2 minutes using each of the 6 hats = **12 minutes**
- ❖ The person who leads the conversation will hold the hat, to remind the group which type of thinking they are all using together at that time
- ❖ Create a simple flyer for your party on half a piece of flipchart paper

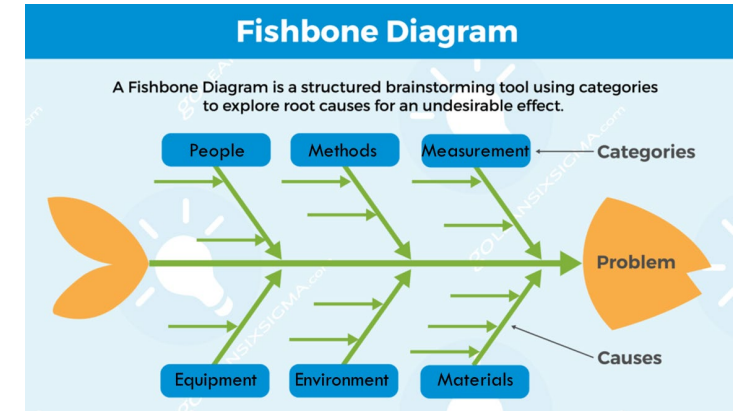
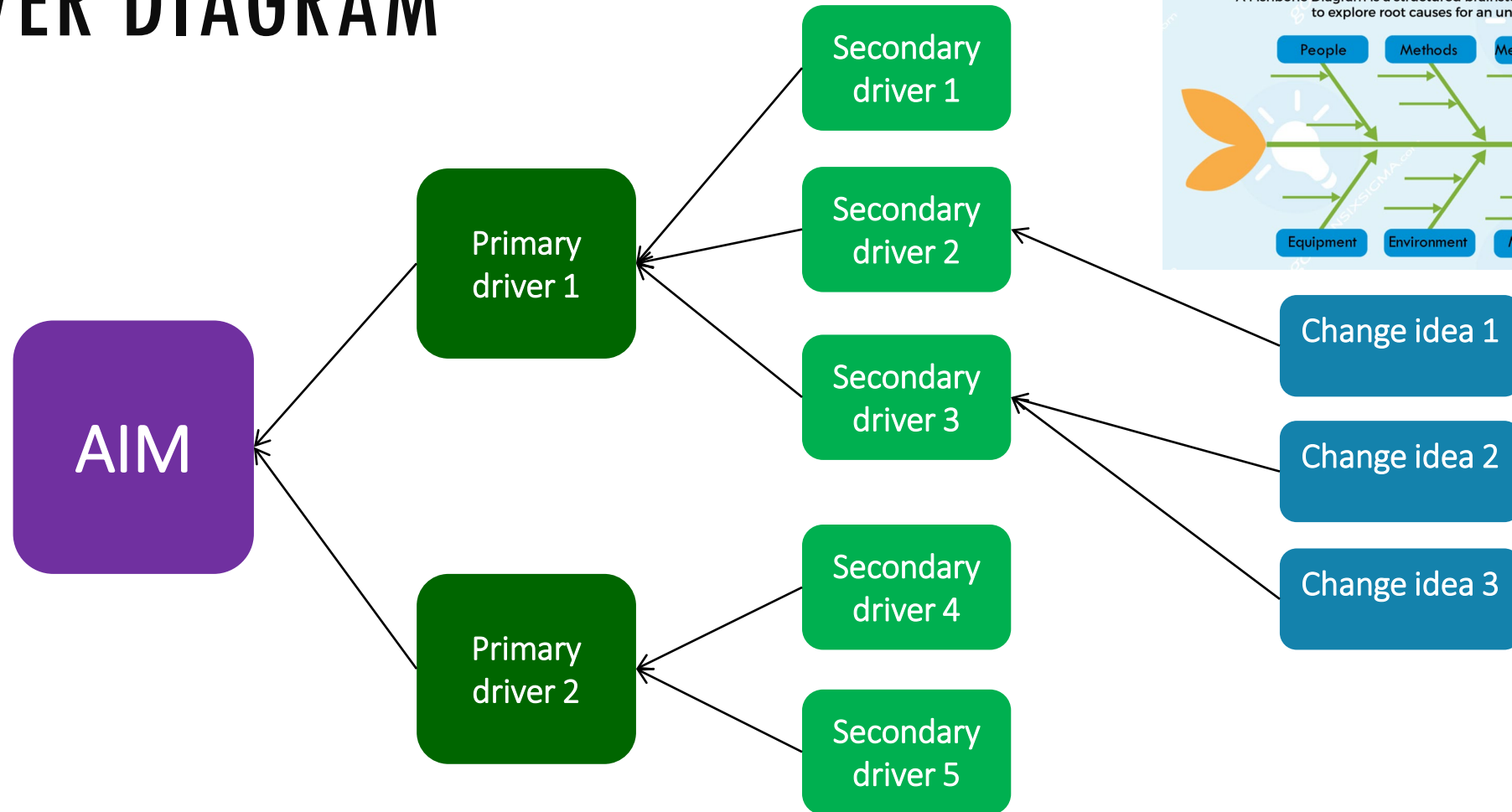
EXERCISE 3



On your tables

- ❖ Decide what the **aim** of your summer party is. Write it on a post-it
- ❖ Write your summer party ideas on post-it notes. **One idea per post-it**
- ❖ Cluster your ideas into **DRIVERS**. **Name each theme on a post-it**
- ❖ Are there **any other DRIVERS** you have missed that you need for your aim? Add them

DRIVER DIAGRAM



ELFT SEQUENCE OF IMPROVEMENT

