

Quality Improvement Fundamentals Course Objectives

Lesson 1 | The Importance of Data

- Understand and respect the need for data to make decisions.
- Realize how the use of a Problem Statement helps to focus an improvement effort.
- Recognize that all processes have inputs, value-added and outputs as well as variation in each aspect.

Lesson 2 | Data Display Tools

- Appreciate how data display tools transform information into a graphical display of patterns that are clues to learning more about a process.
- Learn how to use common data collection and display tools such as Cause and Effect Diagrams, Tally Sheets, Histograms, Trend Charts, Scatter Diagrams, Concentration Diagrams, Pareto Charts and Process Maps.
- Know how to combine tools to generate a different perspective of the process under study.

Lesson 3 | Follow the Evidence

- Be familiar with how patterns (from data) can be used to develop a working theory.
- Understand that identifying the root cause is a significant event.
- Be familiar with verifying and validating the solution to a problem.