

## **PDSA- STEP BY STEP TEAM IMPROVEMENT GUIDE**

Use With Koalaty Keys/Process & Tools Training Workbook and RISD #41 Koalaty Kid web site  
[http://curriculum.risd41.org/documents/koalaty/koalaty\\_kid.htm](http://curriculum.risd41.org/documents/koalaty/koalaty_kid.htm)

### **Define The System (Process and Tools Training Workbook page 66)**

- Purpose:** to have a description of all the characteristics of the system that is being studied and to begin gathering data on the system
- Outcome:** a complete description of the system, a project statement, and data
- Tools:** process diagram, flow chart, operational definition, sampling, check sheet, run chart
- Examples:** [View other school PDSA examples online](#) or [an overview of PDSA](#).

**School:** WJHS

**Date:** 10/18/02

#### **Team Member's Names:**

Nikki Melody, Sandy Whittaker, Lindy Jensen, Peter Nyman, Julie Black, Kathy Evanchyk, Susan Neece, Mark McKissick

### **Background Information (Process and Tools Training workbook page 44)**

#### **Area of Opportunity:**

Failure to complete student assignments is a problem area in our school. The above-mentioned team members who attended the Koalaty Keys workshop will pilot a plan for improvement.

#### **Reasons for Selection:**

- 1. lower academic and standardized tests scores**
- 2. lower course grades**
- 3. these factors raise the retention rate**

**Name of Process to Improve (write as a phrase):**

Problem assignment completion

Who is the primary customer of the process? (customer can be internal or external)

Students

**What is the most important need of the customer as it relates to the process you have chosen?**

The most important need of the customer is to demonstrate competency of necessary skills to be successful in coursework.

**What is the purpose of the process? (the purpose will always be to meet the customer's needs)**

The purpose of the process is to demonstrate competency of necessary skills to be successful in class.

**What is the output of the process? (what does this process produce or deliver to accomplish its purpose?)**

The output of the current process is variability in completion and returning of homework on time in all subject areas.

**What does the customer expect of the output?/process?**

The assignment will be relevant to classroom discussion.

**Team Activities To Complete:**

**X** Complete the process diagram. What resources are currently being used to produce the product or service? (Use process form- example on Process and Tools Training workbook page 71). [Download the Process Diagram in Word format to edit.](#)

**X** Show a step-by-step picture of the process by creating a flow chart on a separate piece of paper (example on Process and Tools Training workbook page 73). [Learn more about the Flow Chart tool online.](#)

Name: WJHS

Date: 10/18

# SYSTEM DEFINITION

SYSTEM NAME: student assessment completion

CUSTOMER

EXPECTATIONS: an assignment clear and relevant to classroom instruction

STUDENTS

CUSTOMERS' NEEDS TO DEMONSTRATE COMPETENCY

MATERIALS

INFORMATION AIDS

Planner  
Paper/pencil  
Other materials

posted assign.  
MTG printouts  
test results/weekly reports  
Ieps, 504 plans

PURPOSE:  
The need to demonstrate competency

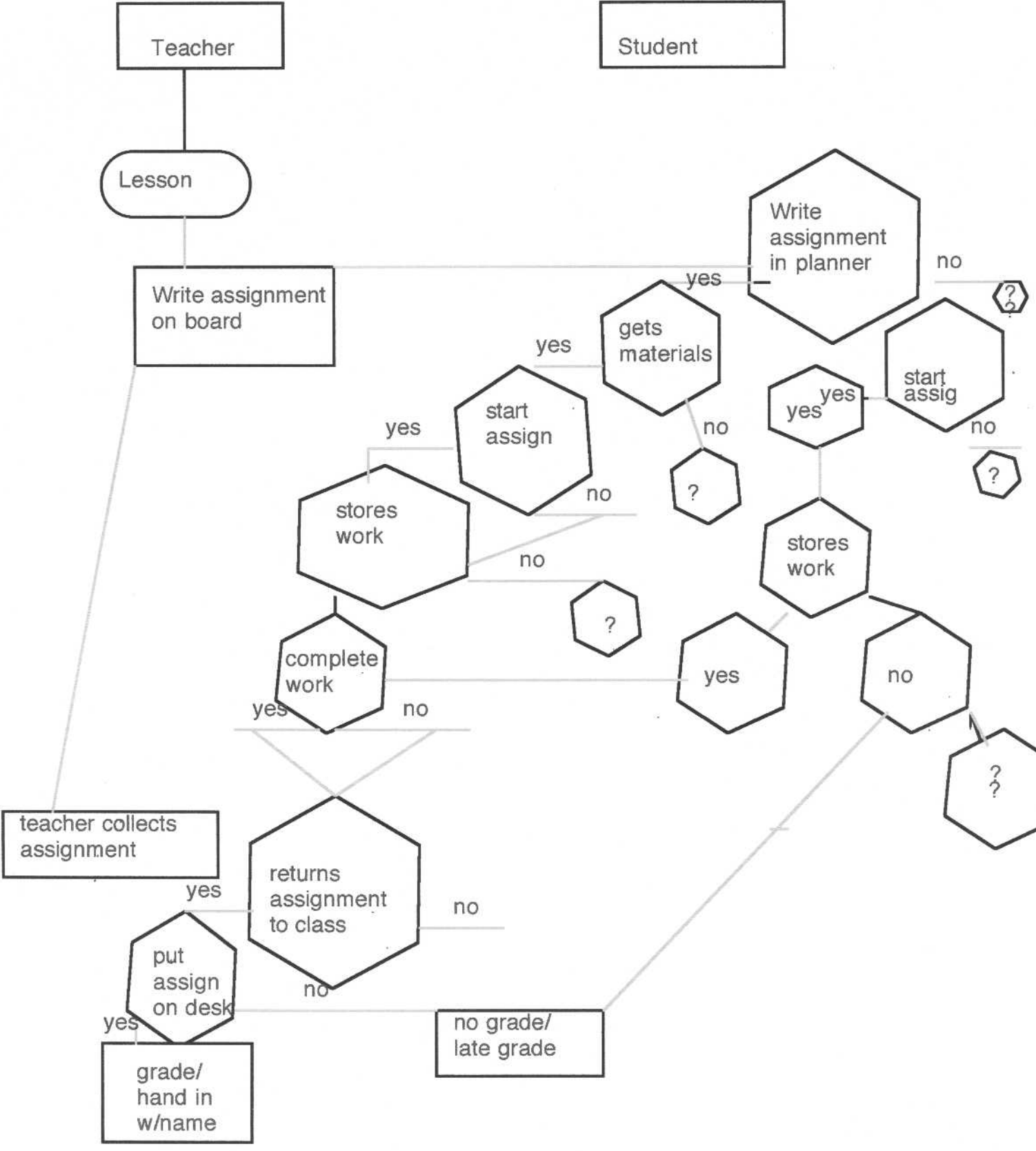
OUTPUT:  
Variability in completing assignments

**P R O C E S S**

Room size  
Intercession  
Climate control  
Class/home/library  
Extra-curricular equip./supplies

pen/pencils  
Boards  
tables  
library  
computers/calculators

administration  
conferencing  
parents/students  
teachers/title I  
community



Teacher

Student

Lesson

Write assignment on board

Write assignment in planner

gets materials

start assign

start assign

stores work

stores work

yes

no

complete work

teacher collects assignment

returns assignment to class

no grade/late grade

put assign on desk

grade/hand in w/name







**Sampling/Data Gathering Plan (Process and Tools Training workbook page 84-85)**

After all measures have been defined, additional decisions have to be made. The first two of these is how much and how often will measurements be taken (also called sampling).

**Define Measure #     1     :**

<u>What Data</u>	<u>How</u>	<u>How Much</u>	<u>How Often</u>	<u>Where</u>	<u>Who</u>	<u>Methods</u>
# of assignments not completed	tally	Bi-weekly	Bi-weekly	classroom	Koality kid team	Grade book, tally chart

**Define Measure #     2     :**

<u>What Data</u>	<u>How</u>	<u>How Much</u>	<u>How Often</u>	<u>Where</u>	<u>Who</u>	<u>Methods</u>
Student rationale	survey	Total # of students	once	In classroom	KOALITY KEYS' STUDENTS	SURVEY

**Define Measure #        :**

<u>What Data</u>	<u>How</u>	<u>How Much</u>	<u>How Often</u>	<u>Where</u>	<u>Who</u>	<u>Methods</u>

**Team Assignment (Process and Tools Training workbook page 88):**

       Create a check sheet for at least one of your identified measures (see example on Process and Tools Training workbook page 88). [Learn more about the Check Sheet tool online.](#)

       Carry out the data collection plan accordingly.