

PDSA- STEP BY STEP TEAM IMPROVEMENT GUIDE

Use With Koalaty Kid Workbook and RISD #41 Koalaty Kid web site

http://curriculum.risd41.org/documents/koalaty/koalaty_kid.htm

Define The System (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: Rock Island Facilitator Team

Date: November 13, 2002

Team Member's Names:

Charlotte Hartmann

Roger Akers

Sandy Hovonick

Melissa Breheny

Mary Bowker

Katy Slininger

Patricia Walls

Background Information (page 42)

Area of Opportunity:

We are each from a different school in the same district. We need to know our role in our schools in order to be successful in our jobs as Quality facilitators.

Reasons for Selection:

We would like to be helpful and supportive to each other as building facilitators. We also want to be aligned between buildings.

affinity diagram @ school

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

Formal:

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

Quality building facilitators

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

Training

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

To determine our role in our building and district

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

Staff and facilitators have minimal knowledge limited use of the tools.

What does the customer expect of the output?

Refer to Lotus diagram

Team Activities To Complete:

_____ **Complete the process diagram. What resources are currently being used to produce the product or service? (Use process form- example on page 69). [Download the Process Diagram in Word format to edit.](#)**

_____ **Show a step-by-step picture of the process by creating a flow chart on a separate piece of paper (example on page 71). [Learn more about the Flow Chart tool online.](#)**

Name: Rock Island Quality Facilitators

Date: November 13, 2002

SYSTEM DEFINITION

CUSTOMER:
Facilitators

CUSTOMERS' NEEDS
Facilitator training to learn the process and use the tools

SYSTEM NAME: Role of Koalty fac.
CUSTOMER EXPECTATIONS: refer to lotus diagram

MATERIALS

Tool book
Binders
Software
Sticky Notes
Chart paper

Markers
Sticky Dots
Overheads
Transparencies

INFORMATION AIDS

Future Force & Quality Toolbox
Toolbook Binder
Workbook
Software
Website

PURPOSE:
To discover our facilitators role in our buildings and in out

P R O C E S S

Individual Buildings
Treats
Staff

Overheads
Computers
Projectors

Staff facilitator
Building administration
Central administration

ENVIRONMENT

EQUIPMENT

PEOPLE

OUTPUT:
Staff & facilitator have minimal knowledge and limited use of tools.

What obvious problems, omissions, or disconnects did the team find in the flow chart?

We didn't do a flow chart

Measurement (page 74)

How will the team know whether improvements have been made to the system? What are good indicators of how the process is doing?

What are the measures that will be used? (choose one or two critical measures)

Measure 1: Staff attitude and enthusiasm about learning the PDSA cycle.

Measure 2: Staff's attitude about the PDSA cycle.

Project statement (page 75):

To improve leadership, as measured by learning enthusiasm matrix and plus/deltas.

Define each of the measures selected so that all involved will easily understand just exactly what they mean. Complete the “*operation definition*” form for each quality measure.

_____ **Complete the operational definition (on the following pages) for each measure. [View school PDSA examples online.](#)**

Operational Definition (page 76-77)

Now that a project statement has been written and decisions have been made as to what will be measured, details of how to get those measures need to be determined.

Quality Measure: #1 of 2

1. Characteristic of interest:

Staff's attitude and enthusiasm about learning PDSA cycle.

2. Measuring instrument:

Learning/enthusiasm matrix

3. Method of test:

Staff will plot on matrix their feelings of enthusiasm and amount of learning accomplished through the PDSA cycle.

4. Decision criteria:

Average of plots will show continuous improvement over time.

Operational Definition (page 76-77)

Now that a project statement has been written and decisions have been made as to what will be measured, details of how to get those measures need to be determined.

Quality Measure: #2 of 2

1. Characteristic of interest:

Explanation of staff's attitude and suggestions for improvement.

2. Measuring instrument:

Plus/Delta and infinity diagram

3. Method of test:

Staff will use sticky notes to express plus, delta

4. Decision criteria:

All ideas are welcome suggestions for improvement will be addressed.

Sampling/Data Gathering Plan (80-81)

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 of 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>
Operational Definition Measure #1 of 2	Learning/Enthusiasm Matrix		Once quarterly	Individual buildings	Team (staff) Those being trained	Matrix

Define Measure #2 of 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>
Operational Definition Measure #2 of 2	Plus/Delta		Once quarterly	Individual Buildings	Team (staff) Those being trained	Affinity diagram

Team Assignment (page 83):

_____ Create a check sheet for at least one of your identified measures (see example on page 83). [Learn more about the Check Sheet tool online.](#)

_____ Carry out the data collection plan accordingly.

Rock Island Districts Facilitator Expectations and Timeline

Expectations:

- * Data Collection handout individual or group enthusiasm matrix and plus/deltas
- *Collect data and transfer onto to collective matrix with different color dots for baseline and 2nd data collection.
- *Training on chart runner software
- *Continuous facilitator training

End of November

Collect baseline data from small group or entire staff

December and January

Staff development with small group or entire staff

January (before 28th)

Collect 2nd round data from small group or entire staff.

Meet with Trainers January 28 & 29th

Receive training on Chart Runner software

Bring collected data from baseline and 2nd collection

February

Meet with Jay and other trained facilitators to compare expectations

February – May

Continue with staff development and monthly Quality facilitator meetings.