



# How to Develop a Kick-Butt Improvement Poster

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by Jay Arthur

**QIMacros<sup>®</sup>**

## *Table of Contents*

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Focus	1
Control Chart	1
Pareto Charts	1
Improve	2
Before and After Pareto Charts	3
Sustain	3
Monitor Ongoing Performance	3
About Jay Arthur	4

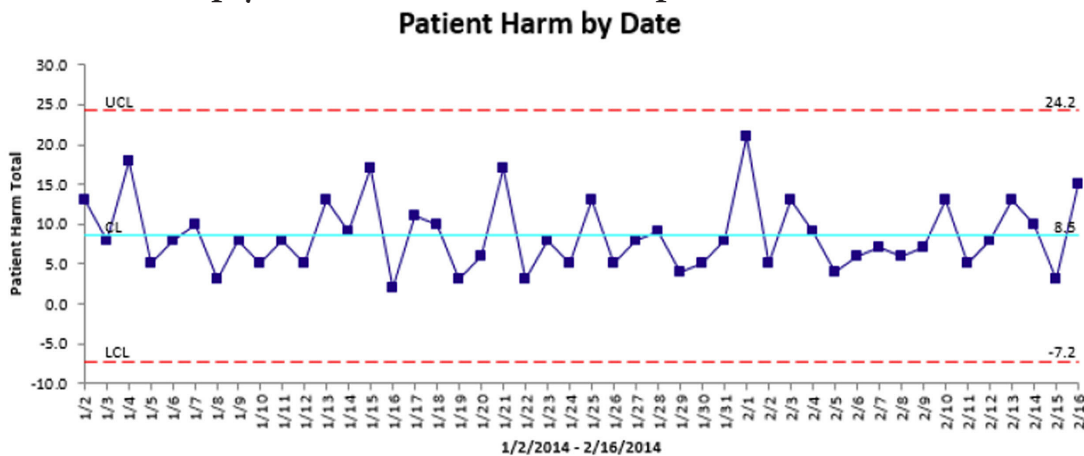
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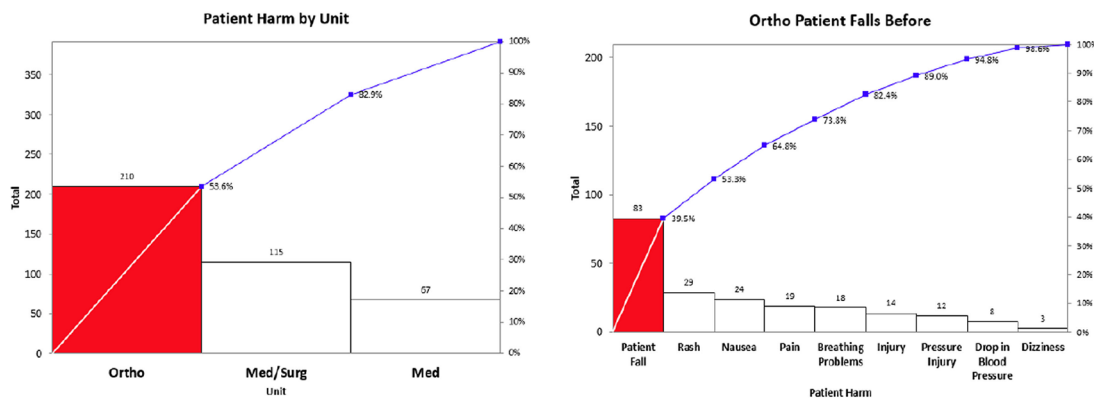
Having reviewed thousands of improvement posters over the last 12 years, I have found that most use too much text and lack the clarity and robust use of quality improvement charts. Want a Kick-Butt Improvement Poster? Here's how:

## Focus

Describe the problem to be solved using a control chart of defects (patient falls, pressure injuries, etc.). Warning: Line/bar/trend charts cannot prove there was an improvement or help you to sustain it after implementation.



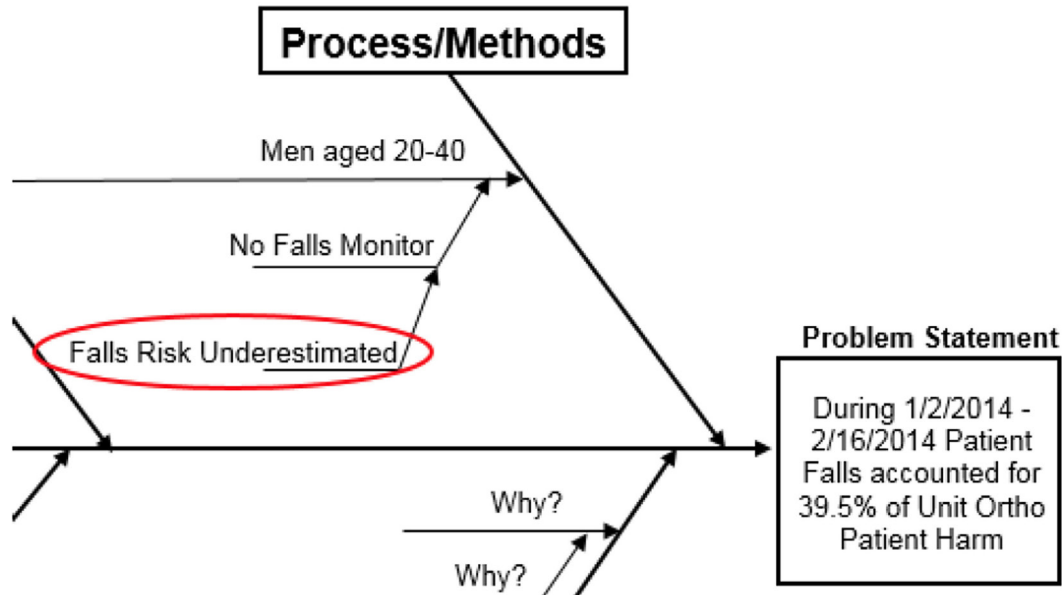
Then you will need one or more Pareto charts to narrow your focus to the one “big bar” that needs analysis:



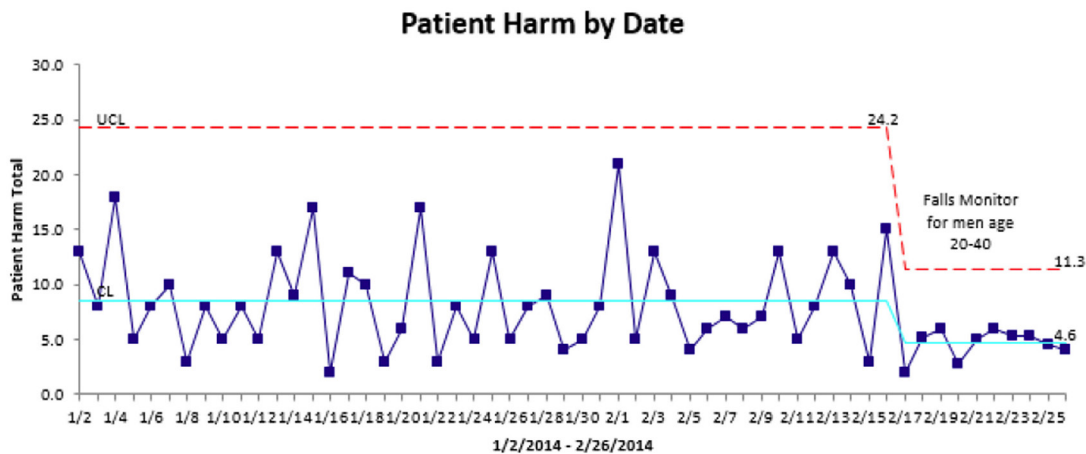
In this case, patient falls in the ortho unit is the biggest bar. Stopping at the Ortho unit would not narrow the focus enough to ensure successful improvement. This is one secret to kick-butt improvements—laser focus.

## Improve

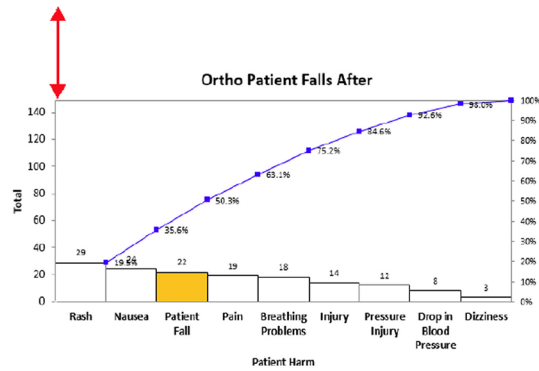
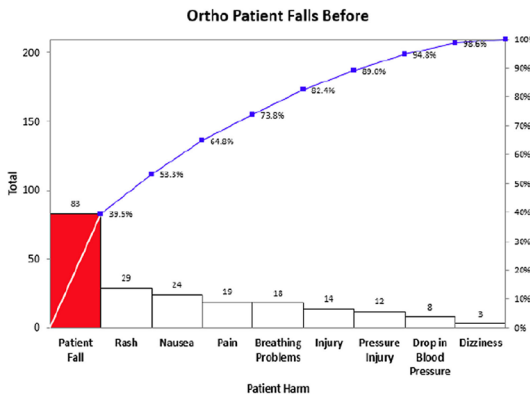
The “big bar” on the second Pareto chart becomes the “head” of the fishbone diagram. Now we know who should be on the root cause team— nurses in the Ortho unit. **Tip: Never pick the team before the problem.**



After root cause analysis, the team can determine countermeasures and action plans for improvement. Once implemented, the team can measure the improvement using an expanded control chart of patient harm. Use a process change to show results before and after improvement:



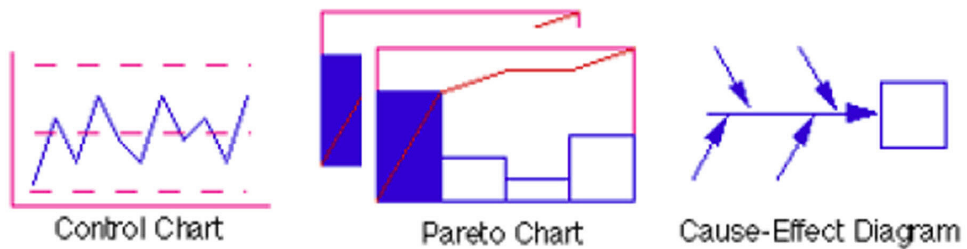
Use before and after Pareto charts to show the improvement (Ortho is #2).



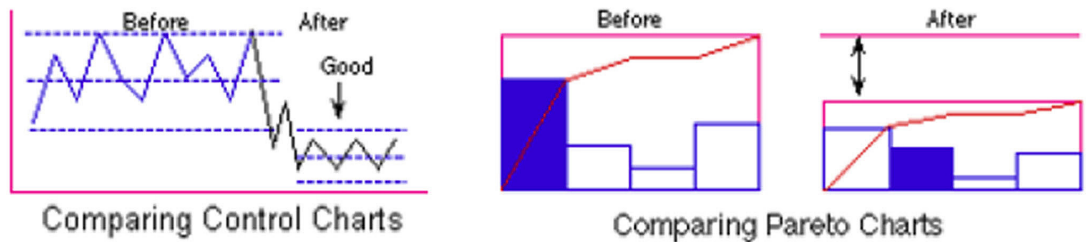
## Sustain

Once the improvement has been proven successful, you will need to monitor ongoing performance using the control chart. Otherwise, patient harm will slowly drift back to previous levels.

## Kick-Butt Poster



## Before & After



Process improvement used to be manual, time-consuming and difficult. QI Macros® software makes it super easy. Monitoring performance used to be hard, but control charts are now easy to use and statistically proven to catch unobserved process shifts. *Without control charts you cannot reach and sustain zero harm.*

**Start developing kick-butt improvement projects and posters!**

[qimacros.com/lean-six-sigma-blog/how-to-create-a-quality-improvement-poster](http://qimacros.com/lean-six-sigma-blog/how-to-create-a-quality-improvement-poster)

## About Jay Arthur



**Jay Arthur**, the KnowWare Man, solves problems of delay, defects and deviation-the three silent killers of productivity and profitability. He teaches people how to eliminate delay, defects and deviation in one day using Excel and the Magnificent Seven Tools of Lean Six Sigma. Jay is the shortcut to results with Lean Six Sigma.

Jay is first and foremost a Money Belt; he knows how to use data to fix broken processes to save time, save money and save lives. Jay has 25 years of experience helping companies save millions of dollars.

Jay is a frequent speaker at Lean Six Sigma conferences and is the author of many popular Lean Six Sigma books published by McGraw Hill including **Lean Six Sigma Demystified** and **Lean Six Sigma for Hospitals**. He is also the developer of **QI Macros Software for Excel**.