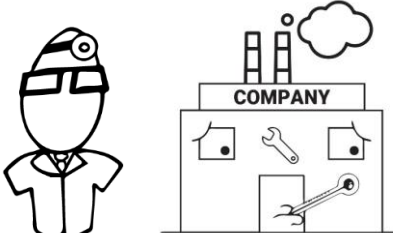


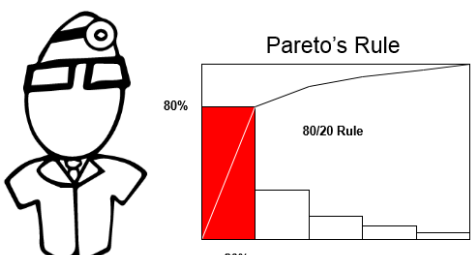
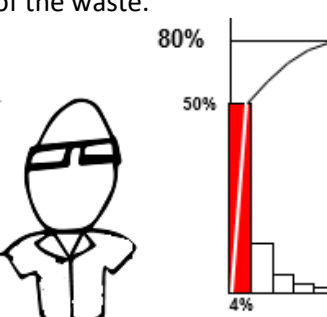
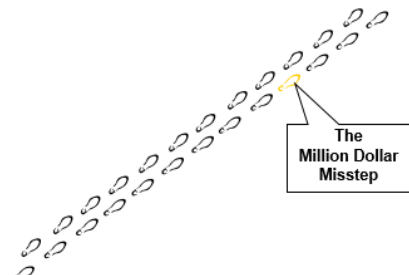
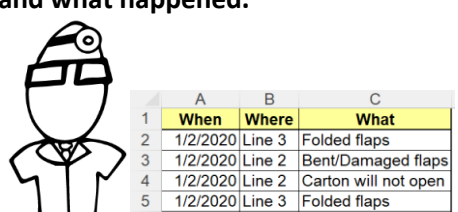

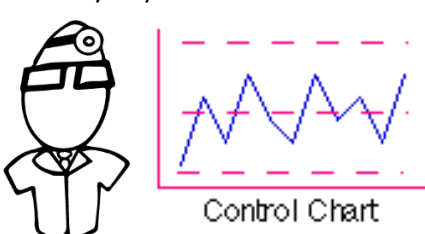
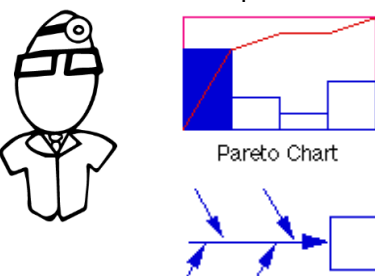
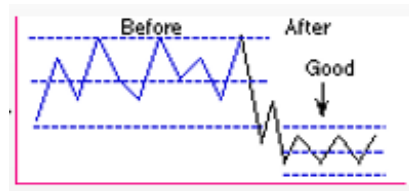


Quality Improvement Prescription

by Jay Arthur (Author of QI Macros Quality Improvement Software for Excel)


Cut Delay, Defects and Deviation by 50% in 6-12 Months

<p>Your Company is Sick. Broken systems and processes harm profits, staff and customers.</p> 	<p>There's no one-size-fits-all, broad-spectrum antibiotic to cure what ails your business.</p> 	<p>Solution: Use data, science and evidence to diagnose and cure key wastes in each facility.</p> 																																																								
<p>Pareto's Rule: 20% of the business causes 80% of the waste.</p>  <p>Pareto's Rule is a <i>power law</i>. So it also applies within the 20%, giving us...</p>	<p>Jay Arthur's 4-50 Rule: 4% of your business causes over 50% of the waste.</p> 	<p>That's just 4 steps out of 100 or 1 step out of 25. Find the Million Dollar Misstep.</p> 																																																								
<p>Go on a Raw Data Diet: Summarized data has no nutritional or diagnostic value. You want to know when, where and what happened.</p>  <table border="1" data-bbox="243 1281 552 1407"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>When</td> <td>Where</td> <td>What</td> </tr> <tr> <td>2</td> <td>1/2/2020</td> <td>Line 3</td> <td>Folded flaps</td> </tr> <tr> <td>3</td> <td>1/2/2020</td> <td>Line 2</td> <td>Bent/Damaged flaps</td> </tr> <tr> <td>4</td> <td>1/2/2020</td> <td>Line 2</td> <td>Carton will not open</td> </tr> <tr> <td>5</td> <td>1/2/2020</td> <td>Line 3</td> <td>Folded flaps</td> </tr> <tr> <td>6</td> <td>1/2/2020</td> <td>Line 3</td> <td>Off color</td> </tr> </tbody> </table>		A	B	C	1	When	Where	What	2	1/2/2020	Line 3	Folded flaps	3	1/2/2020	Line 2	Bent/Damaged flaps	4	1/2/2020	Line 2	Carton will not open	5	1/2/2020	Line 3	Folded flaps	6	1/2/2020	Line 3	Off color	<p>Where do you find raw data? Every computer system you use. Purchasing systems, billing systems, call center data, even Excel spreadsheets.</p> 	<p>What kind of data are you looking for? Anything about mistakes and errors: scrap, rework or waste.</p> <table border="1" data-bbox="1104 1197 1526 1386"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Date</td> <td>Line</td> <td>Defect</td> </tr> <tr> <td>2</td> <td>1/2/2020</td> <td>Line 3</td> <td>Folded flaps</td> </tr> <tr> <td>3</td> <td>1/2/2020</td> <td>Line 2</td> <td>Bent/Damaged flaps</td> </tr> <tr> <td>4</td> <td>1/2/2020</td> <td>Line 2</td> <td>Carton will not open</td> </tr> <tr> <td>5</td> <td>1/2/2020</td> <td>Line 3</td> <td>Folded flaps</td> </tr> <tr> <td>6</td> <td>1/2/2020</td> <td>Line 3</td> <td>Off color</td> </tr> </tbody> </table>		A	B	C	1	Date	Line	Defect	2	1/2/2020	Line 3	Folded flaps	3	1/2/2020	Line 2	Bent/Damaged flaps	4	1/2/2020	Line 2	Carton will not open	5	1/2/2020	Line 3	Folded flaps	6	1/2/2020	Line 3	Off color
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<p>Diagnose using Science and Evidence: Use control charts to track mistakes and errors by day:</p>  <p>(Illustrations by Phil Meltzer)</p>	<p>Use Pareto charts and fishbone diagrams to drill down and find the Million Dollar Misstep:</p> 	<p>Implement countermeasures and then track results with control charts.</p>  <p>Then monitor with control charts to sustain the improvement (<i>or it will vanish</i>).</p>																																																								

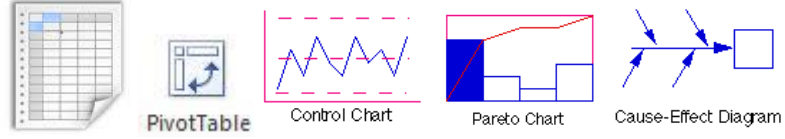
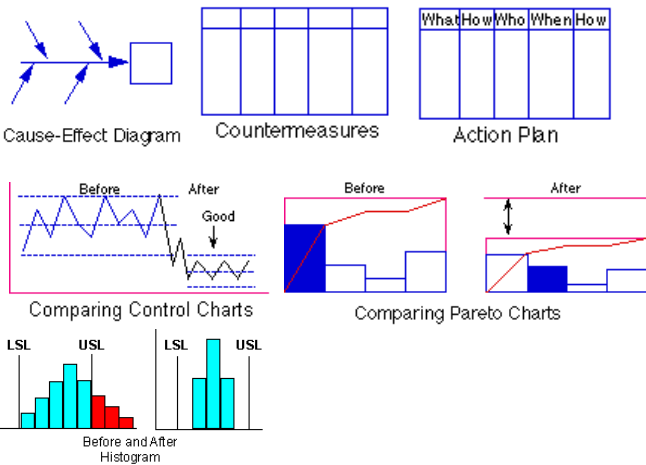

Healthcare case studies available at: <https://www.qimacros.com/Moneybelt/tools-exercises.html>

Agile Lean Six Sigma Cheat Sheet

Four-Hour Lean Hack – Simplify and Streamline

<p>5S – Sort, Straighten, Shine, Standardize, Sustain</p>	 <p>Eliminate Unnecessary Delays and Movement</p>
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Four-Hour Six Sigma Hack – Optimize

<p>Focus</p>	<p>Four-Minute Six Sigma Hack (Improvement Project Wizard)</p> 
<p>Improve</p>	
<p>Sustain</p>	 <p>XmR/ImR, XbarR</p>
<p>Honor</p>	<p>Recognize, Reward, Refocus, Repeat</p>
<p>Innovate</p>	