Training Course

ANALYSING DATA ENHANCING MANAGEMENT DECISION MAKING

An organisation's key performance measures need to reflect the aim of the organisation. But a management made chaos of "brickbats and bouquets" exists within most organisations because of a faulty assumption; "two numbers that are not the same are different". True in mathematics, not true in the real world.

Variation is present in all data. There are two types of variation and, until you understand the difference between them, you cannot analyse data effectively.

All organisations collect data. It might be collected hourly, daily, weekly or monthly. For example, it might be sales, profits, debtor days, operating costs, the number of products produced, the number of incoming calls, the percentage on-time delivery, the number of rejected parts, the cost of scrap, the number of accidents, the temperature in a furnace – the list is endless.

Whilst managers regularly collect such data, they rarely have a systematic way to analyse the figures and interpret them – it is just "seat of the pants" analysis. In the end, all they can say is that some hours, or days, or weeks, or months appear to be better than others!

This **two-day workshop** introduces delegates to a formal method that can be used to analyse and interpret data. This method is the Process Behaviour Chart which was developed by Dr Walter Shewhart and given prominence by Dr W E Deming, the eminent management thinker.

Data can be analysed to help us determine when a change has occurred in our processes and systems but we are faced with a difficulty in our analysis - numbers can change even when the process does not. There is a need to distinguish between changes in the data that really represent a change in the process and those that are essentially "noise".

This workshop will provide you with the techniques needed to study your data and to distinguish between the two types of variation; what we might call "routine variation" and "exceptional variation". Making this distinction will profoundly affect the decisions you make to improve your processes.

Delegates are actively encouraged to bring both personal data (e.g. golf scores, running times) and work data with them so that they can investigate and analyse their own practical examples.

Expected outcomes

Delegates will:

- Understand, then be able to identify, the two different sorts of variation
- Understand why different decisions need to be taken depending on the type of variation
- Understand why it is sometimes better to do nothing
- Return to work equipped to interrogate data in a rigorous and systematic manner so that better decisions can be made.

For a consultative meeting or additional information, please contact Mark Woods on 07976 426 286 or email him at mwoods@statius.uk.com.

STATIUS
MANAGEMENT SERVICES
RAISING STANDARDS