



Training Course

THE TOOLS AND TECHNIQUES TOOLBOX

All organisations need to improve to survive. Many management initiatives focus on improvement and change but what is the difference between improvement and change? How can you know if change has truly resulted in an improvement? There is very little literature available showing organisations how to measure the difference.

Fortunately, this **one-day** interactive and fun workshop will cover the tools that are useful to anyone working on an improvement activity.

The workshop introduces a series of tools and techniques, each of which is appropriate and effective at different stages of the Plan-Do-Study-Act continual improvement cycle. However, here the purpose is to explain each tool and technique individually.

Gathering and analysing data in a systematic and scientific fashion enables good decisions to be made.

This workshop is suitable for those people who prefer to learn from action and interaction with colleagues.

The improvement tools and techniques covered include:

- Data collection tools
- Process maps
- Run charts
- Process Behaviour Charts
- Frequency Plots
- Scatter Plots
- Cause and Effect Diagrams
- Failure Modes and Effects Analysis (FMEA)

Expected outcomes

Delegates will:

- Understand, and be able to apply, each of the tools and techniques in their work place
- Be able to develop their improvement activity
- Return with a personal action plan designed to detail the use of these tools and techniques in their workplace

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