USING QUALITY TOOLS

Dennis Shaw & Donna Weber

November 3, 2010  8:30 to 11:30  
Huff's, MSC

MEETING AGENDA

OPENING

Welcome

Proposed Agenda: Consensus

Introductions

Definitions and Roles of Teams

Ground Rules

TEAM FORMATION

Identify Issues

Rotate Leadership Roles

Assemble Teams at Tables

USING QUALITY TOOLS (2 ½ hours): Idea Creation, Evaluation, Decision Making

Process:
Teams watch category demonstrations by trainers then;

- select the appropriate tool for the problem;
- work on the problem;
- analyze the experience;
- briefly demonstrate the tool used.
IDEA CREATION TOOLS: 45 minutes

- Affinity Diagram
- Brainstorming
- Stepladder Technique

EVALUATION TOOLS: 45 minutes

- Fishbone Diagram (Cause and Effect)
- Force-field Analysis
- Relations Diagram
- Scatter Diagram
- Six Thinking Hats
- SWOT
- Tree Diagram

DECISION MAKING TOOLS: 45 minutes

- Cost/Benefit analysis
- Dots technique
- Nominal group technique
- Pareto analysis
- PMI (Plus/Minus/Interesting)

CLOSE: 15 minutes

- Tools of Technology in Quality
- WRAP UP
- Q & A
- Websites/wiki

Online Resources: www.asq.org & www.mindtools.com