

Chapter 1: Define the Improvement

KEY CONCEPTS AND TOOLS

Quality Function Deployment
The Problem Statement
15 Words
Performance Improvement Project Decision Checklist
Project Charter
Threats vs. Opportunities Matrix
Elevator Speech
Includes/Excludes
SIPOC Process Map

Chapter 2: Measure the Improvement

KEY CONCEPTS AND TOOLS

Cause and Effect Diagram
Affinity Diagram
DFMEA/PFMEA
Statistical Measurement
Data Collection Plan
Measure System Analysis

Chapter 3: Analyze and Present the Data

KEY CONCEPTS AND TOOLS

Hypothesis Testing
Correlation
Regression
Control Chart
Boxplot/Whisker Diagram
Scatter Diagram
Pareto Chart
Histograms
Control Chart
Run Chart

Spaghetti Diagram
5 Whys Technique

Chapter 4: Improve the Process

KEY CONCEPTS AND TOOLS

Brainstorming
Priority/Payoff Matrix
More of/Less of Stakeholder Analysis Cultural Landscape Map
Goals, Roles, Processes, Interpersonal (GRPI)
Communications Plan
Meeting Facilitation
WWW Action Plan
Helping/Hindering

Chapter 5: Control the Improvement

KEY CONCEPTS AND TOOLS

The Control Plan
Standard Work
Data Display
Celebrate