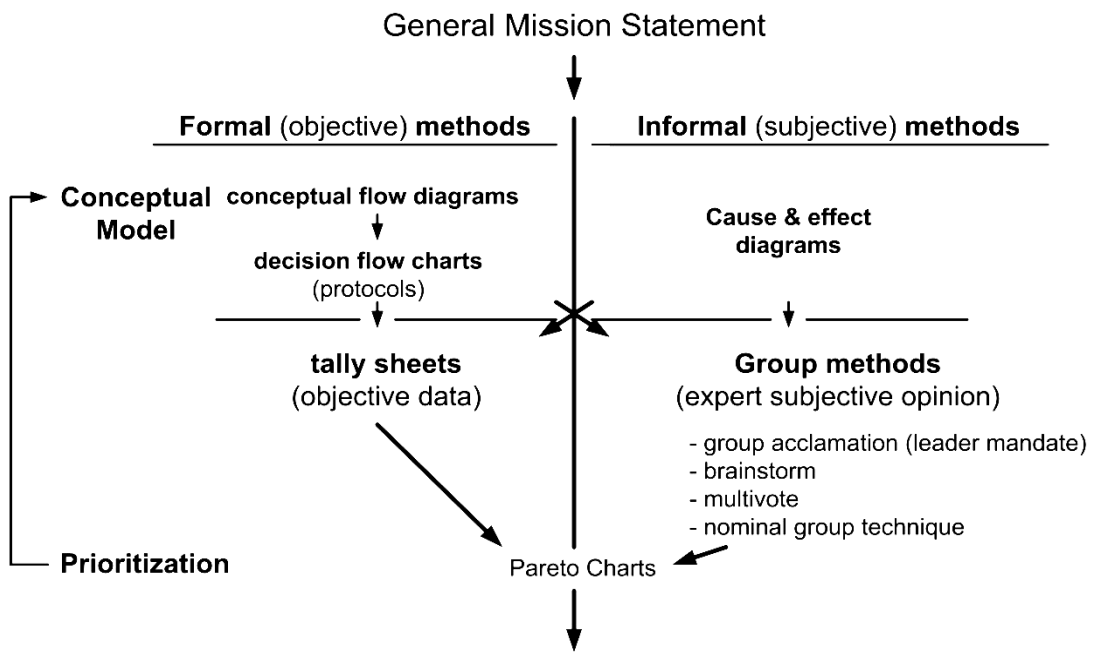


----- Juran's Diagnostic Journey -----

Modeling Processes



----- Juran's Remedial Journey -----

Modeling Processes

Nolan's fundamental questions for improvement

1. What are we trying to accomplish?
(focused **aim statement**)
2. How will we know that a change is an improvement?
(measurement system – **run charts, balance measures**)
3. What changes could we make that might result in improvement?
(list of **change hypotheses**)

Rapid cycle improvement

- | | |
|---|---|
| → | <p>Plan a change</p> <p>Do it in a small test</p> <p>Study the results</p> <ul style="list-style-type: none"> - quantitative data (run charts) - qualitative data (front-line worker experience) |
| ↪ | <p>Act</p> <ul style="list-style-type: none"> - modify or replace change hypothesis or - accept and deploy results |

-----Juran's Holding the Gains-----