

Facilitation and Implementation

Data Management

- Collecting
- Analyzing
- Displaying

Data tools

Can be used to:

	Collect	Display	Analyze
■ Surveys (written, phone, interview)	x		x
■ Fishbone Diagrams	x		
■ Sampling	x		
■ Observation	x		
■ Task or checklists	x		
■ Checksheets	x	x	x
■ Cost-benefit analysis	x	x	x
■ Run (a.k.a. trend)		x	x
■ Pie and bar charts		x	x
■ Control charts		x	x
■ Histograms	x	x	x
■ Scatter Diagrams		x	x
■ Pareto Diagrams		x	x
■ Flowcharts	x	x	x

Intuition and experience are important to every manager, but today's managers also need data to support (1) decision making, (2) problem solving, (3) process improvement, and (4) measuring, documenting, and communicating results.

Although known to be a powerful partner for every manager, few managers can afford to give up their day jobs to deal with data, and even fewer have the desire. This course offers managers an easy (guaranteed, even for the data allergic), hands-on repertoire of data collection, display and analysis tools.

Objectives

Mastering data is a necessary challenge for every manager. This course is a quick overview of the available data tools combined with hands-on practice with the tools that are most useful. Specifically, the participant will be able to:

- Assess current departmental indicators for appropriateness and acceptability;
- Describe the value and potential impact good data will have on their department;
- Design systems in their department that will support data collection and the new way data is used in the department;
- Use a variety of data collection, display, and analysis tools.



Program Content

Data Collection • What to measure • What data to collect • How to measure • How much data should be collected • Fishbone diagrams • **Tool practice:** Task lists and sampling

Data Analysis • Baseline information • Trends and patterns vs. blips • Recurring problems • Common cause or special cause? • When to pursue and when to team • **Tool Practice:** Pareto diagrams and cost-benefit analysis

Data Display • A picture really is worth a thousand words! • Pie, bar, and run charts • Application to critical paths • Storyboards • **Tool Practice:** Checksheets or flowcharts