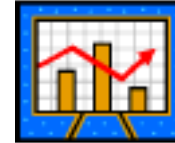




Quality Quick Sheet



<i>If You Want To:</i>	Expand Your Thinking	Gather Ideas	Group Ideas	Connect Ideas	Sequence Steps	Draw A Picture of Data	Track Facts	Get Group Consensus	Solve Problems And Make Decisions
These tools may be helpful:	<i>Brain-storming</i>	<i>Affinity Diagram</i>	<i>Affinity Diagram</i>	<i>Fishbone Diagram</i>	<i>Flowchart</i>	<i>Histogram</i>	<i>Check Sheet</i>	<i>Light Voting</i>	<i>PDSA</i>
	<i>Brain-Writing</i>	<i>Brain-storming</i>	<i>Fishbone Diagram</i>	<i>Relations Diagram</i>	<i>Action Plan</i>	<i>Run Chart</i>	<i>Line Graph</i>	<i>Nominal Group Technique</i>	<i>Force Field</i>
	<i>Nominal Group Technique</i>	<i>Lotus Diagram</i>	<i>Lotus Diagram</i>	<i>Radar</i>		<i>Pareto Diagram</i>		<i>Consensogram</i>	<i>Fishbone Diagram</i>
	<i>Affinity Diagram</i>	<i>Checksheet</i>	<i>Consensogram</i>	<i>Scatter Diagram</i>		<i>Radar</i>			<i>Radar</i>
		<i>Survey</i>				<i>Control Chart</i>			<i>Pareto Diagram</i>
		<i>Questionnaire</i>							<i>Tree Diagram</i>
		<i>Focus Group</i>							<i>Decision Matrix</i>
		<i>Interview</i>							
		<i>Issue Bin</i>							



QUALITY TOOL	DESCRIPTION
<i>Affinity Diagram</i>	Relationship or similarity; brainstormed ideas are sorted into categories that have a relationship to each other. Good for assessing prior knowledge, vocabulary awareness, or concept attainment.
<i>Bar Chart</i>	Visual display of data; also called histogram; can be a Pareto diagram.
<i>Brainstorming</i>	Used to generate a large number of ideas in a short period of time. Participants call out ideas-no evaluation or judgement should be made-all ideas are recorded.
<i>Brainwriting</i>	Nonverbal brainstorming when team members write ideas on sheets of paper, then exchange papers and write more ideas.
<i>Cause-and-Effect Chart</i>	See Fishbone diagram.
<i>Check Sheet</i>	Tool to organize data collection. Often organized in rows or columns, with data occurrences checked off or tallied.
<i>Consensogram</i>	Used to identify knowledge or opinions of a group on certain concepts or issues.
<i>Decision Matrix</i>	Used to help people see the value of individual components involved in a decision.
<i>Fishbone Diagram</i>	Helps discern contributing factors to an outcome or problem. Also know as cause-and-effect diagrams. Causes are recorded on the bones of the fish - effect in the head. Also used to develop whole-part relationships, i.e. novel elements, event & elements that contributed to it.
<i>Flowchart</i>	Visual documentation of a process. Shows step-by-step approach to a specific process by using symbols to denote tasks, decisions, and stages. Can be general process or deployment (specific roles assigned to tasks).
<i>Focus Group</i>	Type of survey - used to gather attitudes and concerns from a small group, usually randomly selected. Interview takes notes on responses.
<i>Force Field Analysis</i>	A problem-solving tool used to analyze driving and restraining forces that surround a proposed change.
<i>Histogram</i>	Bar chart that provides visual representation of data. Bars are arranged in order with respect to time, size, volume, etc.
<i>Interview</i>	Type of survey - used to gather open-ended responses, either face-to-face or by phone, from a small group.
<i>Issue Bin</i>	Captures ideas/questions that deserve further clarification or discussion at a later or more appropriate time. Also called bin or parking lot.
<i>Light Voting</i>	Way to determine consensus by allowing team members to cast weighted votes to designate items with their greatest support. Total number of points for a item determines which item to choose. Related to nominal group technique.
<i>Line Graph</i>	Also know as run chart.
<i>Lotus Diagram</i>	Organizes and breaks down broad topics into components. Done on folded paper - nine squares. Each of the exterior squares can be further broken down into 9 subtopic squares. (called a mega lotus)
<i>Nominal Group Technique</i>	Way to determine consensus by allowing team member to cast weighted votes to designate their greatest support. Total number of "hits" an item gets (not weight of vote) determines items to choose. Related to light voting.
<i>Pareto Diagram</i>	A bar chart giving a visual representation of data in order of its frequency (greatest to least). Highest bar represents priority action item.
<i>PDSA Cycle</i>	Plan-Do-Study-Act, a cycle that reflects continuous improvement. Uses the scientific method in relation to systemic improvement and problem solving.
<i>Questionnaire</i>	Type of survey - used to collect data from a large group. Can be open response (short answers) or based on a continuum form negative to positive.
<i>Radar</i>	Gives a picture of the strengths and weaknesses of a system. Performance is rated on spokes around a hub. Points are connected to form a visual interpretation of results.
<i>Relations Diagram</i>	A pictorial representation of the cause-and-effect relationships among elements of a problem or issue.
<i>Run Chart</i>	A line graph of data plotted over time.
<i>Scatter Diagram</i>	Graph showing the relationship between two factors. The pattern formed by the plotted dots help to analyze causes and indicates if a true relationship exists.
<i>Survey</i>	Used to collect knowledge/opinions of a targeted group. Can be written, phone, or face-to-face. Used to discover customers' views (external and internal) of supplier's performance.
<i>Tree Diagram</i>	Identifies actions to solve a problem or implement a solution. Moves thinking from broad goals to specifics. Answers the question: How can this be accomplished?