

Measurement for improvement Overview

Overview:

You might be undertaking a project to improve an aspect of the service you provide and are being challenged to demonstrate the impact. How can you do this? Or maybe your current performance report is more confusing than enlightening and you spend a lot of time in meetings arguing the toss. How can you really know whether things are getting worse or better? Whichever your situation, this session will take you through a robust process to ensure that you are measuring the right things in the right way.

Content:

This workshop will introduce the 7 steps in the measurement process. The key learning points will be:

- How to choose the right measures
- How to create a reliable process for getting data you can trust
- Understanding the two types of variation present in your data
- How to present your data in a way that facilitates better decision making

Who should attend this session:

This workshop is aimed at anyone who is running an improvement project or managing a service and wants a better way of demonstrating progress. Although some statistical concepts will be presented, you do not require any particular knowledge of statistics to benefit from the day.

NOTE: You will be applying the 7 steps to an actual piece of work so please bring a project idea or a service change with you.

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