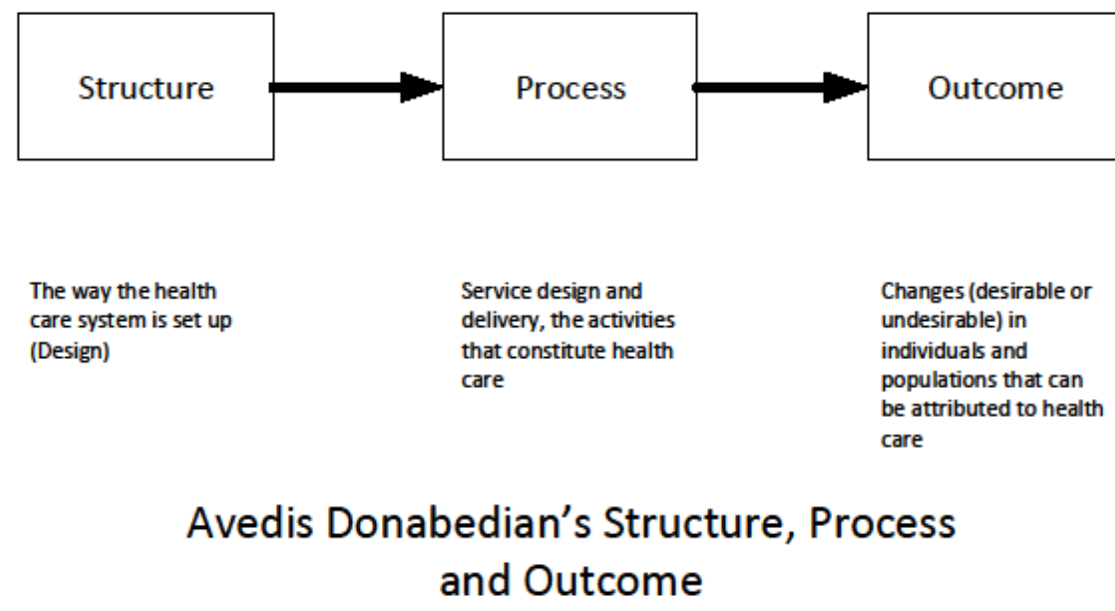


Juran's Little Q and Big Q

In the NHS - 4

Avedis Donabedian¹

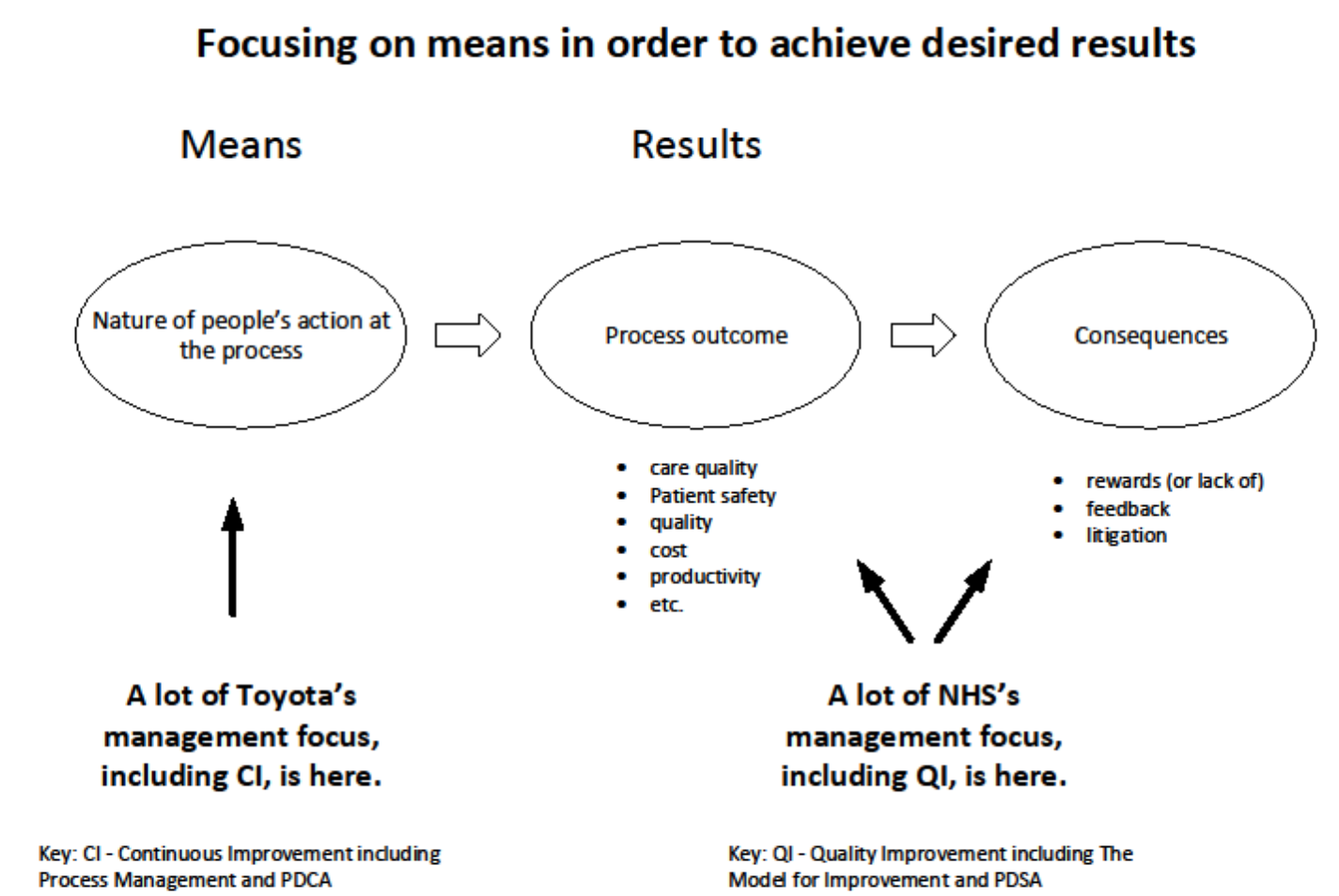


Avedis Donabedian's Structure, Process and Outcome

Product features that meet customer needs (Little Q)	Freedom from deficiencies (Big Q)
Higher quality enables companies to:	Higher quality enables companies to:
<ul style="list-style-type: none"> Increase customer satisfaction Make products saleable Meet competition Increase market share Provides sales income Secure premium prices 	<ul style="list-style-type: none"> Reduce error rates Reduce rework, waste Reduce field failures, warranty charges Reduce customer dissatisfaction Reduce inspection, test Shorten time to put new products on the market Increases yields, capacity Improve delivery performance
The major effect is on sales.	Major effect is on cost.
Usually, higher quality costs more.	Usually, higher quality costs less.

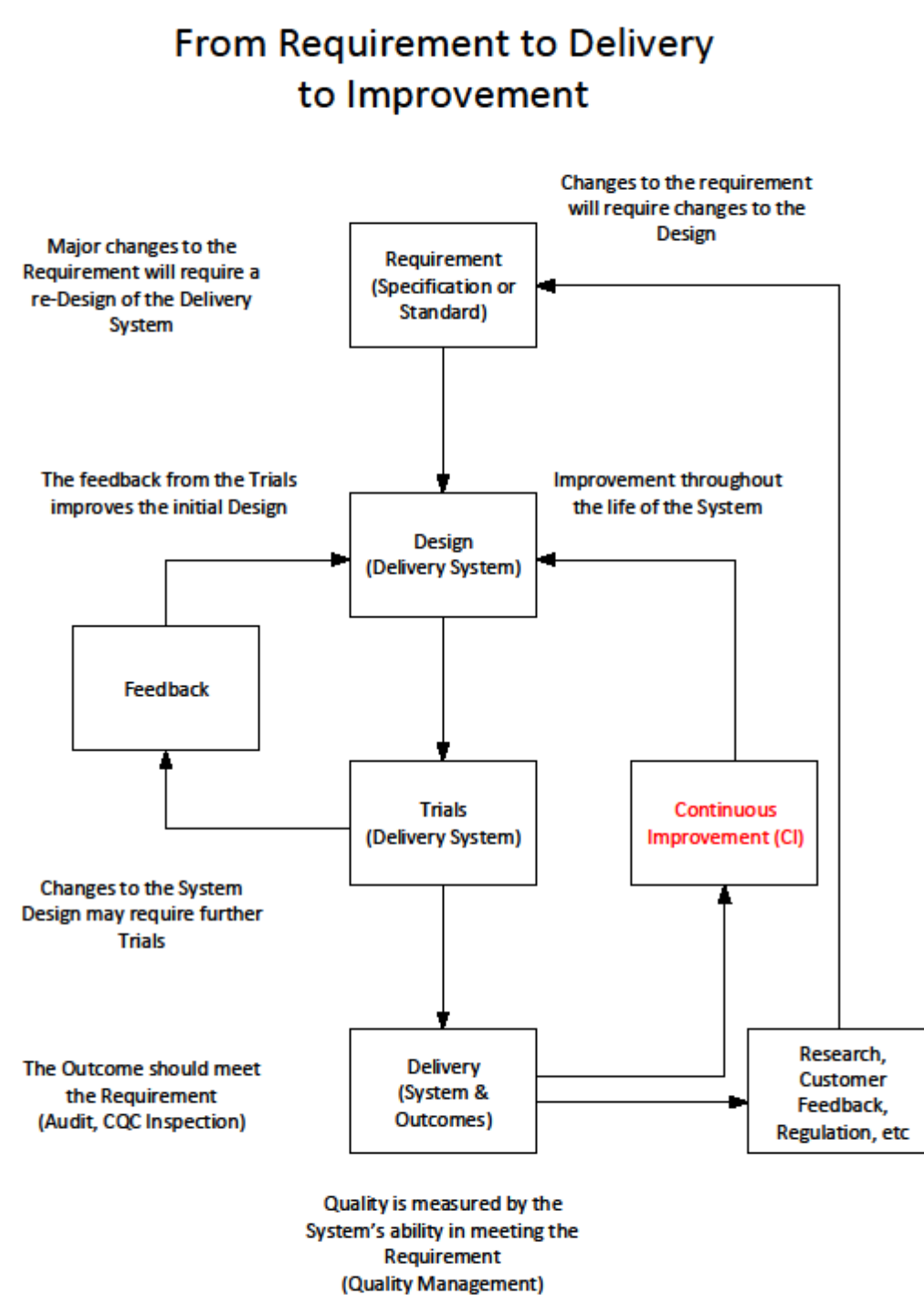
Figure 2.1, The meaning of quality, (Juran's Quality Handbook)

Toyota Kata³



Note: This diagram is from Toyota Kata by Mike Rother, published by McGraw Hill, 2010. Figure 3-3 on page 39. Adapted by Dr Tom Rose, November 2020.

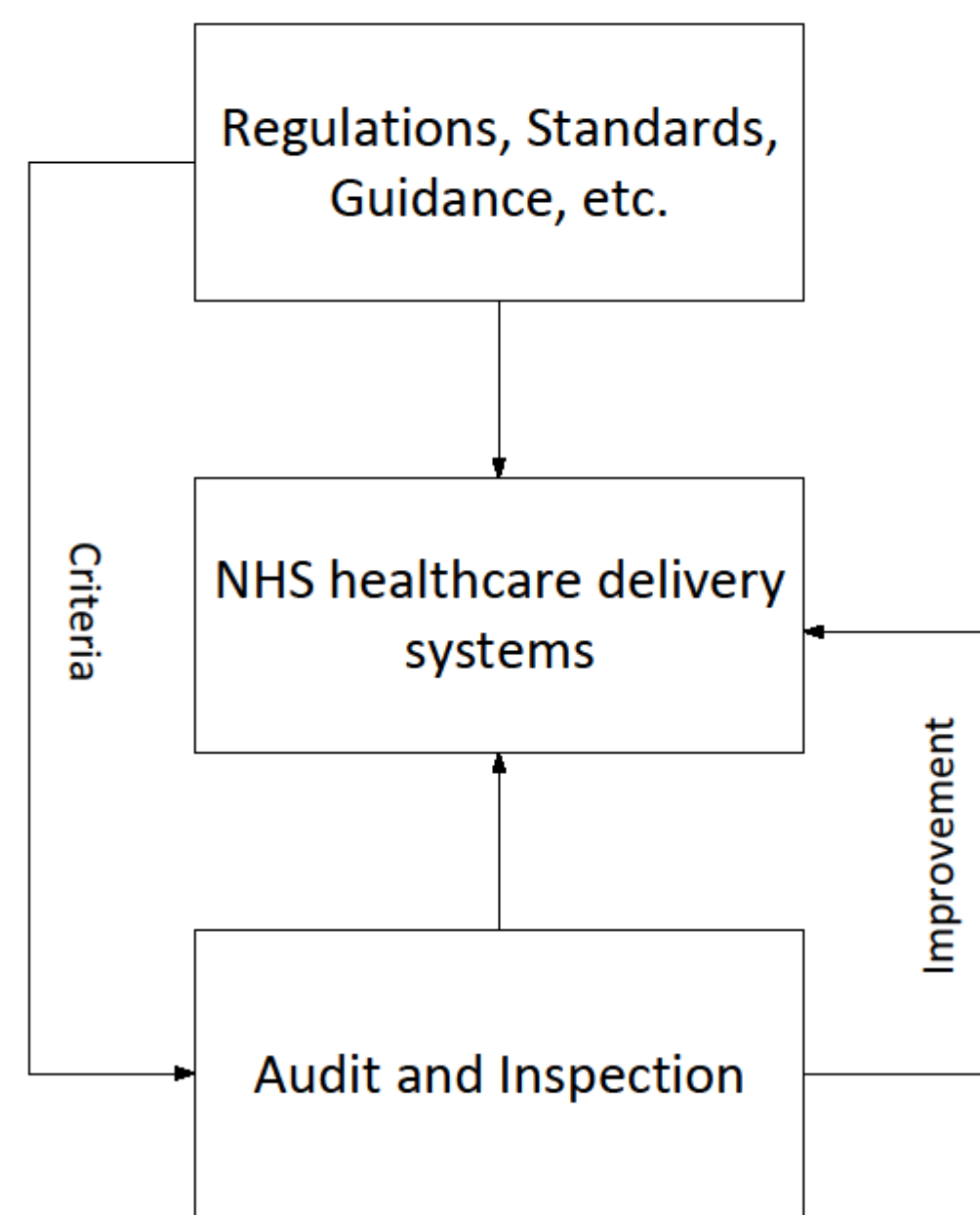
A Checklist is not a substitute for a written procedure



Note: The features of a Process Management System are not included in this diagram

TJR 27/04/2022

Service Design Process

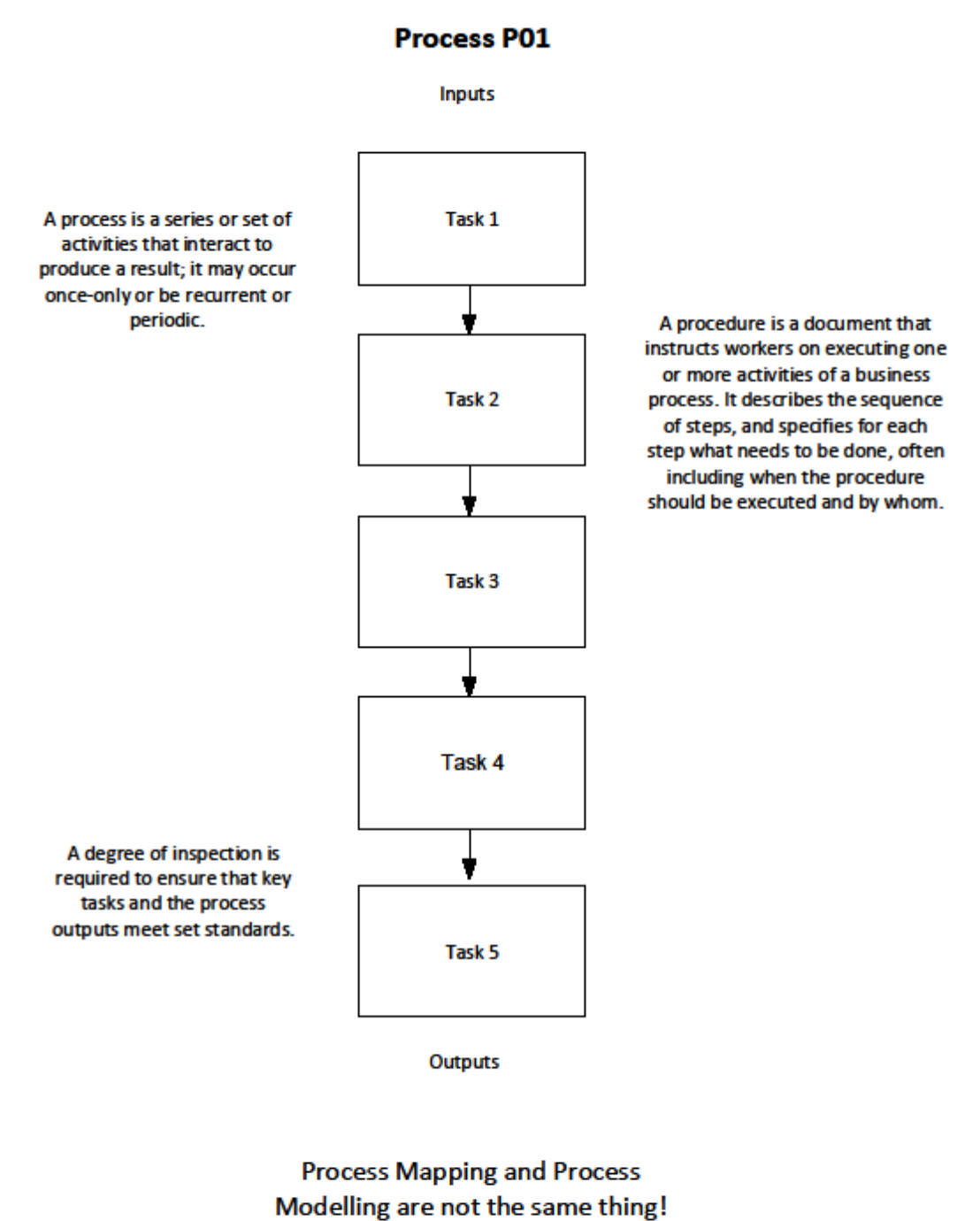


Pre-requisite for a Just Culture

- Process Management System
- Standard Work
- Non-conformance Reporting System
- Quality Management System
- Continuous Improvement

Healthcare delivery processes???

Effective and Efficient???



Process Mapping and Process Modelling are not the same thing!

Basic process documentation

Incorporates: Patient Safety and Sustainability

References:

1. Avedis Donabedian, 1980, 'The Definition of Quality: Some Empirical Studies'.
2. Joseph M, Juran, 2000, 'Juran's Quality Handbook - Fifth Edition', Published by McGraw-Hill.
3. Mike Rother, 2010, 'Toyota Kata - Managing People for Improvement, Adaptiveness, and Superior Results', Published by McGraw-Hill.

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