
SPECIAL SECTION

General Data Collection

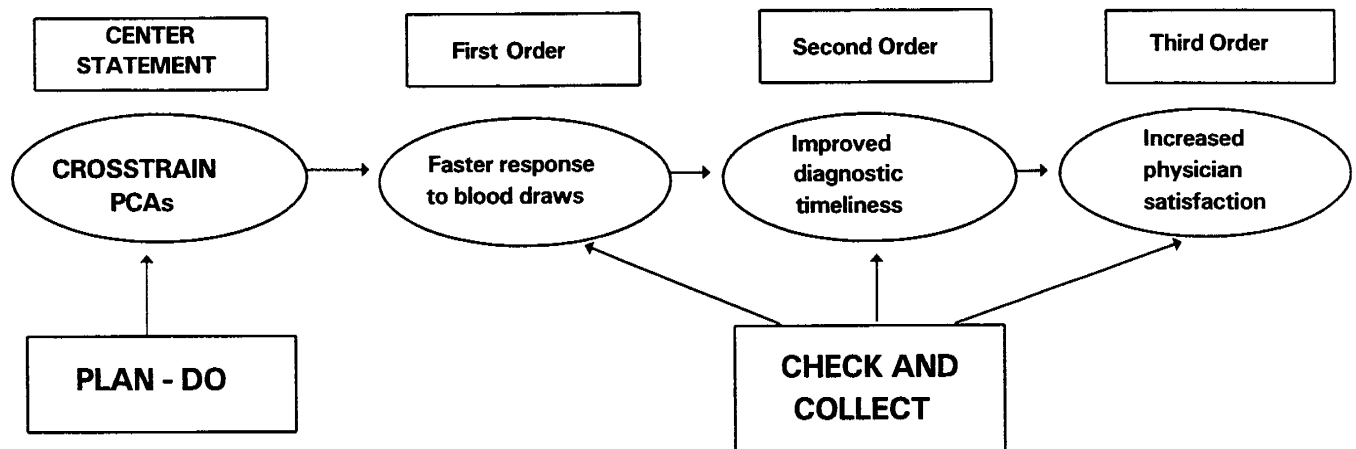
and

The Implications WheelTM Process

Many quality improvement teams report difficulty in determining what data to collect in order to establish the existence of a problem, or to assess the effects of a process improvement action. One of the major advantages of the Implications Wheel is that each node tells you what data to collect. For example, if a Second Order implication is "improved employee morale," then collecting data on employee morale will tell you whether or not improved employee morale was a valid implication of the associated First Order implication. As you examine each node on the Implications Wheel, the data collection stream becomes quite obvious. When making your data collection choices, you'll find it particularly helpful to follow the implications path from the First Order out to the rim of the Wheel.

For example, select the path which emerged as the highest priority from the use of the Implications Wheel in conjunction with the Nominal Group Process - "Cross train PCAs."

Figure #11:
General Data Collection



The Implications Wheel process gives more value to data collection in a variety of ways, including:

- ✓ Beginning with the Center Statement and extending through each node to the rim of the Wheel chart, each node becomes a hypothesis to test for its effect on the succeeding node.
- ✓ Use of the Implications Wheel results in this fashion now signals the Process Improvement Team regarding the data to collect first and in what order the data should be collected.
- ✓ This application fits rationally with the PDCA cycle and significantly reduces the Process Improvement Team's labor regarding the data collection effort.

In Summary:

Total Quality

and

The Implications WheelTM Process

This Special Application Guide contains a discussion and possibilities for using the Implications Wheel process in conjunction with, or in place of, some of the widely used quality improvement tools. The discussion and possibilities are by no means exhaustive but represent options to explore.

What is quite evident is that the Implications Wheel process has a significant place in the future of quality improvement initiatives. The Implications Wheel process may, in fact, be the partner you've been looking for to "kaizen" your current TQM knowledge.

Remember to explore the possibilities!

References:

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5. Hutchison, Doug. Chaos Theory, Complexity Theory and Health Care Quality Management. *Quality Progress*, November 1994, 69-72