Different Quality Improvement tools in FOCUS PDCA and Six Sigma for Healthcare
Quality Improvement

**FOCUS PDCA**

<table>
<thead>
<tr>
<th>Model</th>
<th>Tools</th>
<th>Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td><img src="example" alt="Control Chart" /></td>
<td>Use control chart to know the current process variation</td>
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<tr>
<td>O</td>
<td><img src="example" alt="Organizational Chart" /></td>
<td>Organize a team</td>
</tr>
<tr>
<td>C</td>
<td><img src="example" alt="Flow Chart" /></td>
<td>Draw flow chart to know the steps in the process</td>
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<tr>
<td>U</td>
<td><img src="example" alt="Brainstorming Chart" /></td>
<td>Brainstorm to generate many ideas (to know all causes)</td>
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<tr>
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<td><img src="example" alt="Pareto Chart" /></td>
<td>Present all causes by fishbone diagram by different areas</td>
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<tr>
<td>S</td>
<td><img src="example" alt="Goal Chart" /></td>
<td>Use Pareto chart to prioritize problem</td>
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<td>Set your goal</td>
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P
Prepare action plan to resolve all significant problems as per pareto chart

D
Do Force-field analysis before implementing action plan, then implement

C
Evaluate your process after implementing action plan

A
Or
If there is significant improvement then sustain your improvement

Or
If there is no significant improvement then go for another PDCA cycle
### SIG SIGMA – DMAIC

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| **D** | ![Control Chart](image1.png) | Use control chart to measure the stability of the given process. If you found special cause, then go to step 2.  
Organize a team  
Set a goal  
Develop process map (SIPOC) |
| **M** | ![Process Capability](image2.png) | Measure current process capability and the level of sigma  
Brainstorm to know all causes related the given problem  
Present all causes by fishbone digram |
Collect raw data for each cause related to the problem (Effect)

Analyze all causes raw data related to the problem by using Statistical techniques like, Chi-square test, t-test, ANOVA, Regression, etc.....
Prepare action plan based on the recommendation from the Statistical analysis

Conduct force field analysis then implement all action plan

Evaluate your process after implementing action plan by process capability analysis

Sustain your improvement strategies