

Mammogram Case

1. What matters to the patient in the process at a radiology department?
2. What would the doctor's perspective be on the process? What does a radiologist do during the day?
3. Use the process-based view to combine the patient perspective with the doctor's perspective. Draw a process flow diagram.
4. Discuss the trade-off between customer utility and system efficiency.
5. Identify areas of waste in the process
6. Identify opportunities and recommend improvement.