

Quality Improvement Training

Executive Summary

This training program equips employees with practical strategies and essential knowledge to initiate and sustain quality improvement projects. It addresses common challenges, clarifies distinctions between quality improvement and compliance, and introduces Lean Six Sigma opportunities.

Through interactive and experiential learning, employees gain confidence and actionable skills to drive organizational success.

Tools Used:

- Adobe Captivate
- Audacity
- CoPilot

Audience:

Employees at a non-profit organization who need encouragement and practical strategies to pursue quality improvement projects.

Learning Objectives:

Learning Objective:	Bloom's Taxonomy Level
Define the term "quality improvement."	Remember
Distinguish between "quality improvement" and "compliance."	Understand
Explain what to do when an opportunity for improvement is recognized.	Apply
Explain what Lean Six Sigma Yellow Belt training entails and how to sign up for the training.	Understand

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Scenario:

The Performance Measurement and Quality Improvement (PMQI) department at a non-profit organization identified a recurring issue: employees were struggling to initiate and sustain quality improvement projects. Despite their dedication, they lacked practical strategies and encouragement to pursue these initiatives effectively.

To address this challenge, the PMQI department requested the development of a comprehensive training program. The goal was to equip employees with the necessary knowledge and skills to identify opportunities for improvement, differentiate between quality improvement and compliance, and apply practical strategies to drive successful projects.

Problem to be Solved:

Employees were struggling to initiate and sustain quality improvement projects. Despite their dedication to the organization's mission, they lacked practical strategies and encouragement to pursue these initiatives effectively.

Defining Goals:

Initial Request:

The initial request for this training came in the form of an email. There were few details or specifics, just a basic request for a course to train employees on how to approach quality improvement projects and to inform employees about Lean Six Sigma training.

SME Meeting:

In order to gain more information, set expectations, and discuss possibilities, a meeting was scheduled with the PMQI Department. During the meeting, several more goals were uncovered, such as differentiating between the PMQI Department and the Compliance Department. This led to additional insights.

Also during the meeting, the PMQI reviewed several past quality improvement projects and explained areas where the employees struggled with completing the projects.

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Defining Goals Continued:

Needs Analysis:

A review and analysis of prior quality improvement projects that have been completed. Both positives and negatives were identified.

Interviews with several department heads to discuss what they had experienced with quality improvement projects.

Interviews with employees that recently completed a quality improvement project.

A short survey of all employees to determine what the baseline of knowledge was regarding quality improvement, compliance, and Lean Six Sigma training.

Alignment Meeting:

Following the needs analysis, a meeting was held with the PMQI Department to review the data and crystallize the purpose of the training.

Design:

After the alignment meeting, there was ongoing collaboration with the PMQI Department.

Outlines shared and reviewed: An initial outline for the training was created and shared with the PMQI Department.

Storyboard reviewed: A storyboard for the training was created and shared with the PMQI Department.

Email collaboration: Several emails were exchanged during the outline and storyboard creation process. Also, emails were exchanged following their creation to ensure clarity and alignment.

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Design Continued:

Active Engagement / Constructivism – Learners were introduced to Madison, a fictional employee with a real job title. They were put into a real-world scenario and asked to help Madison solve a realistic problem.

Experiential Learning – By utilizing a branching scenario that invited the learner to make choices, the learner was able to apply their knowledge and skills in a practical context.

Development:

Storyboard – A storyboard was created in Microsoft PowerPoint to share with the PMQI Department. Based upon their feedback, various items were modified.

Pilot Testing - Once the training was created in Adobe Captivate, it was assigned to a small group of volunteers who provided feedback. The training was further modified based upon this feedback.

Full Rollout - Following the pilot testing, the training was rolled out to all employees of the non-profit organization.

Evaluation & Results:

- Knowledge Checks throughout training
- Completion time of quality improvement projects
- Enrollment and interest in Lean Six Sigma Training

Improvements:

- **Expanded Branching** – Giving the learner more choices might allow for some nuance in decision-making in this course.
- **Feedback Loop** – Allow learners to provide ongoing input on the training. At the end, create a short survey or feedback form.

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Alignment with ADDIE Model:

ADDIE Model Phase:	Actions:
Analysis	<ul style="list-style-type: none">• Initial Request: Received via email with basic details.• SME Meeting: Discussed expectations and uncovered additional goals.• Needs Analysis: Reviewed past projects, interviewed department heads and employees, conducted a survey.• Alignment Meeting: Reviewed data and crystallized the purpose of the training.
Design	<ul style="list-style-type: none">• SME Collaboration: Ongoing collaboration with PMQI Department.• Outlines shared and reviewed.• Storyboard reviewed.• Email exchanges for clarity and alignment.• Learning Theories Utilized: Active Engagement/Constructivism and Experiential Learning
Development	<ul style="list-style-type: none">• Storyboard created in Microsoft PowerPoint.• Pilot Testing: Feedback from volunteers and modifications made.• eLearning Course created in Adobe Captivate.• Training assigned to employees in the learning management system.
Implementation	<ul style="list-style-type: none">• Training assigned to employees in the learning management system.
Evaluation	<ul style="list-style-type: none">• Knowledge Checks throughout training.• Completion time of quality improvement projects.