

Practical Management for Career Readiness

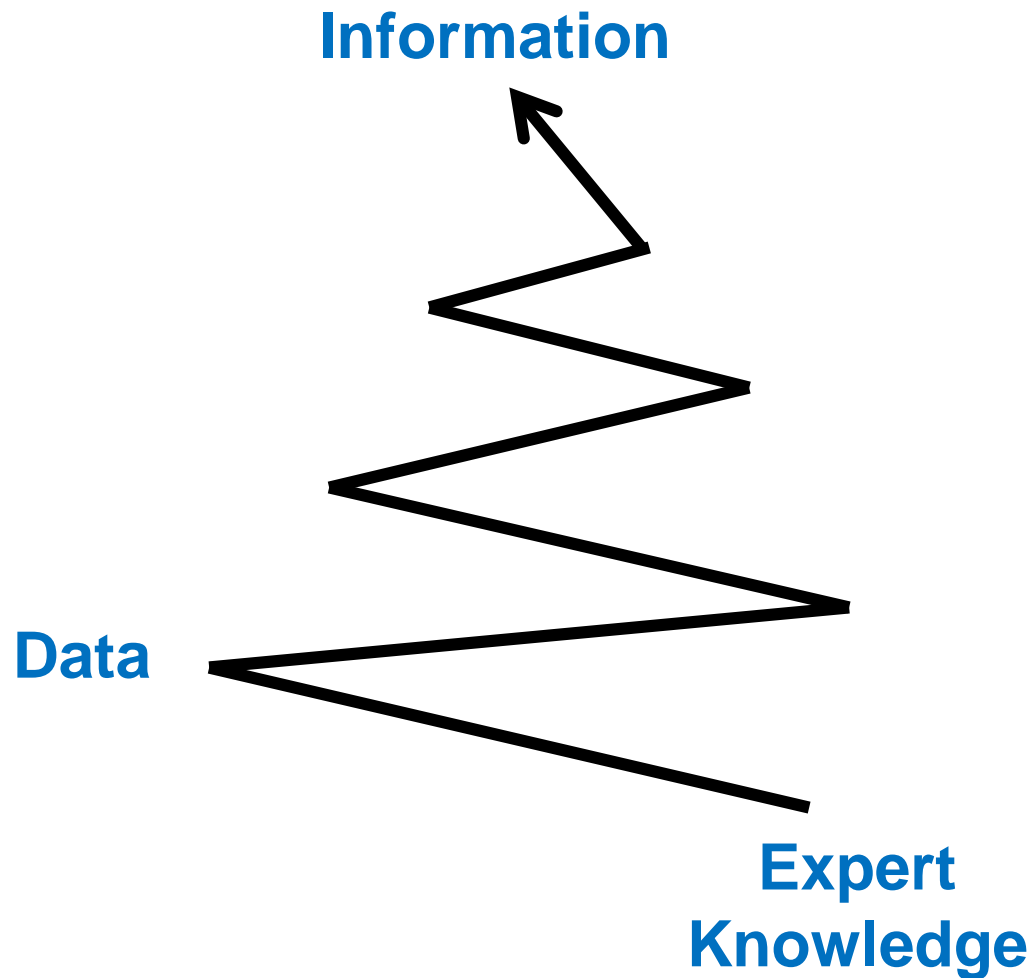


Effective Problem Solving and Decision Making Module 4



with Rob Stone, M.Ed., PMP

Basing Decisions on Information



Using Data

Run chart

Control chart

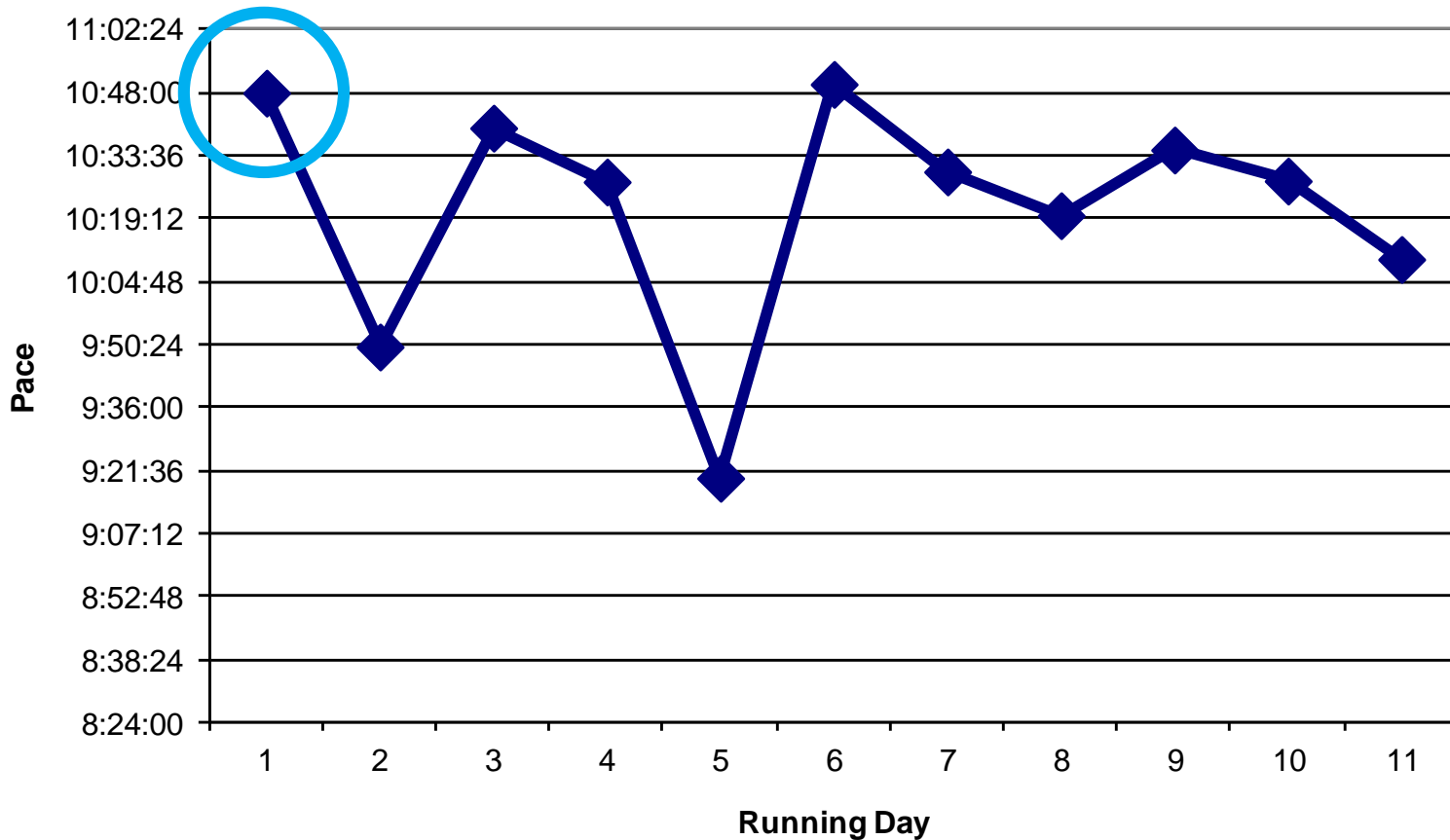
Run Charts

What Is A Run Chart?

A quality control chart used in determining whether the long-run average of a process is changing.

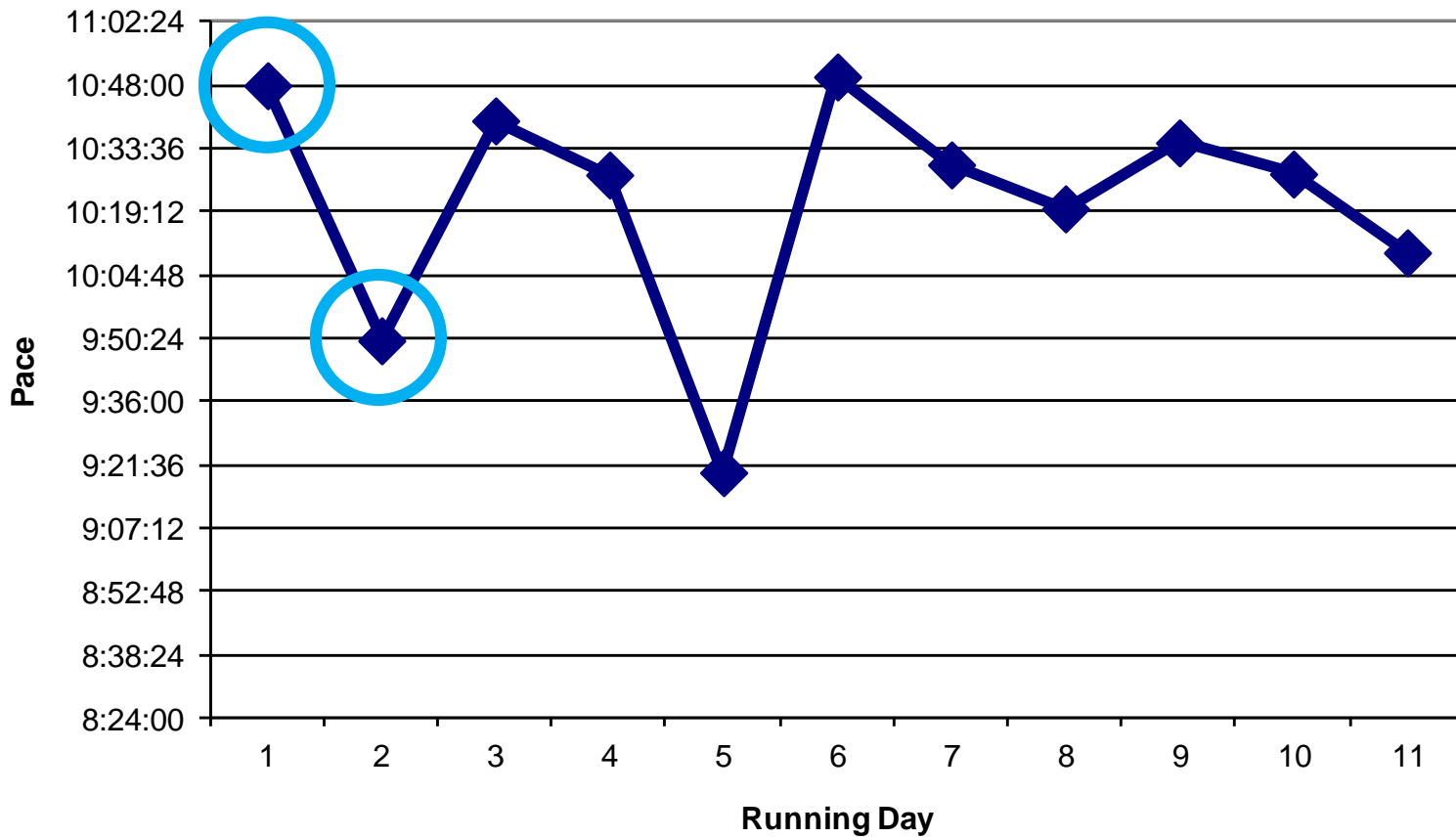
Example Run Chart

Running Pace



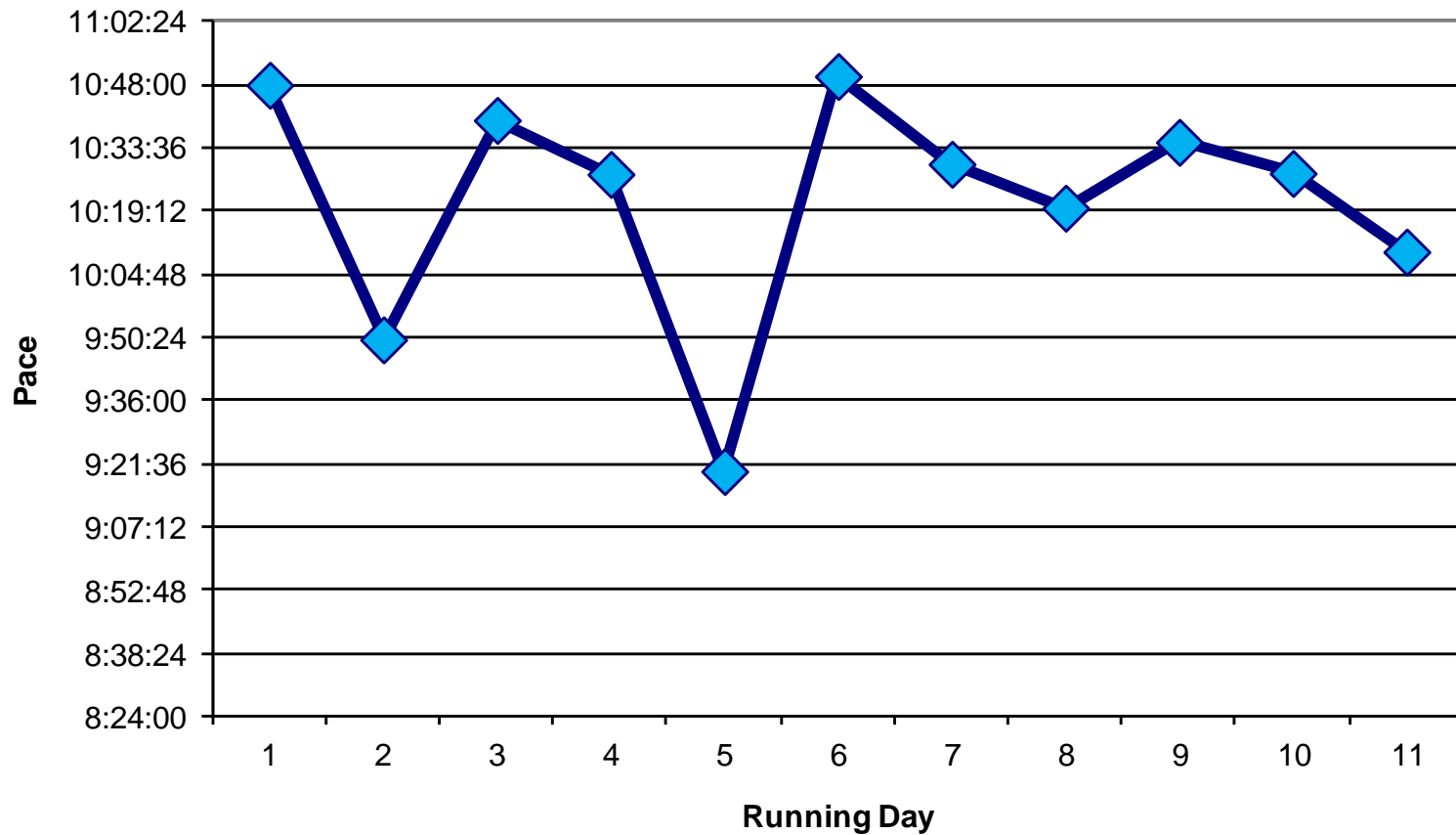
Example Run Chart

Running Pace



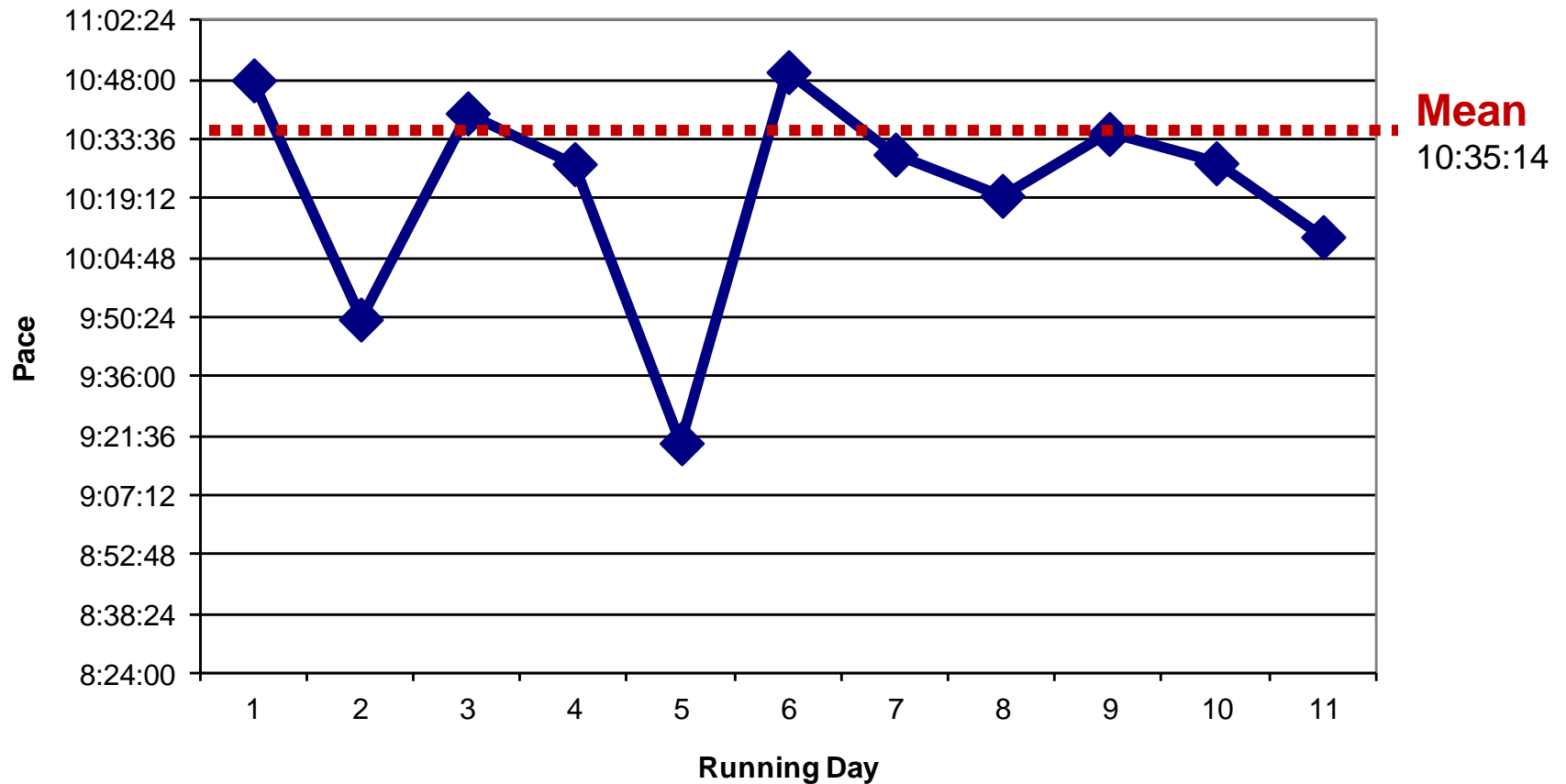
Example Run Chart

Running Pace



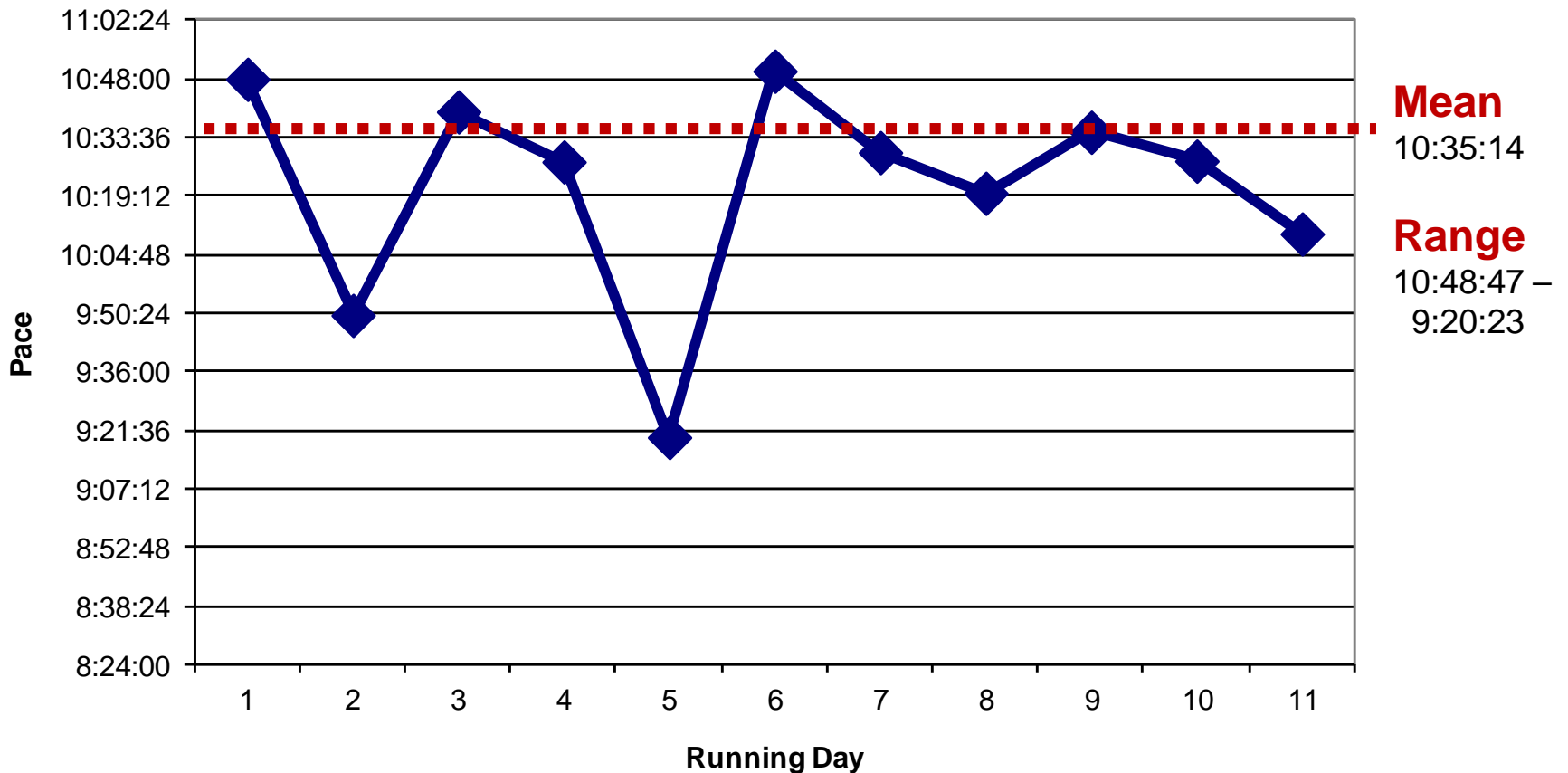
Example Run Chart

Running Pace



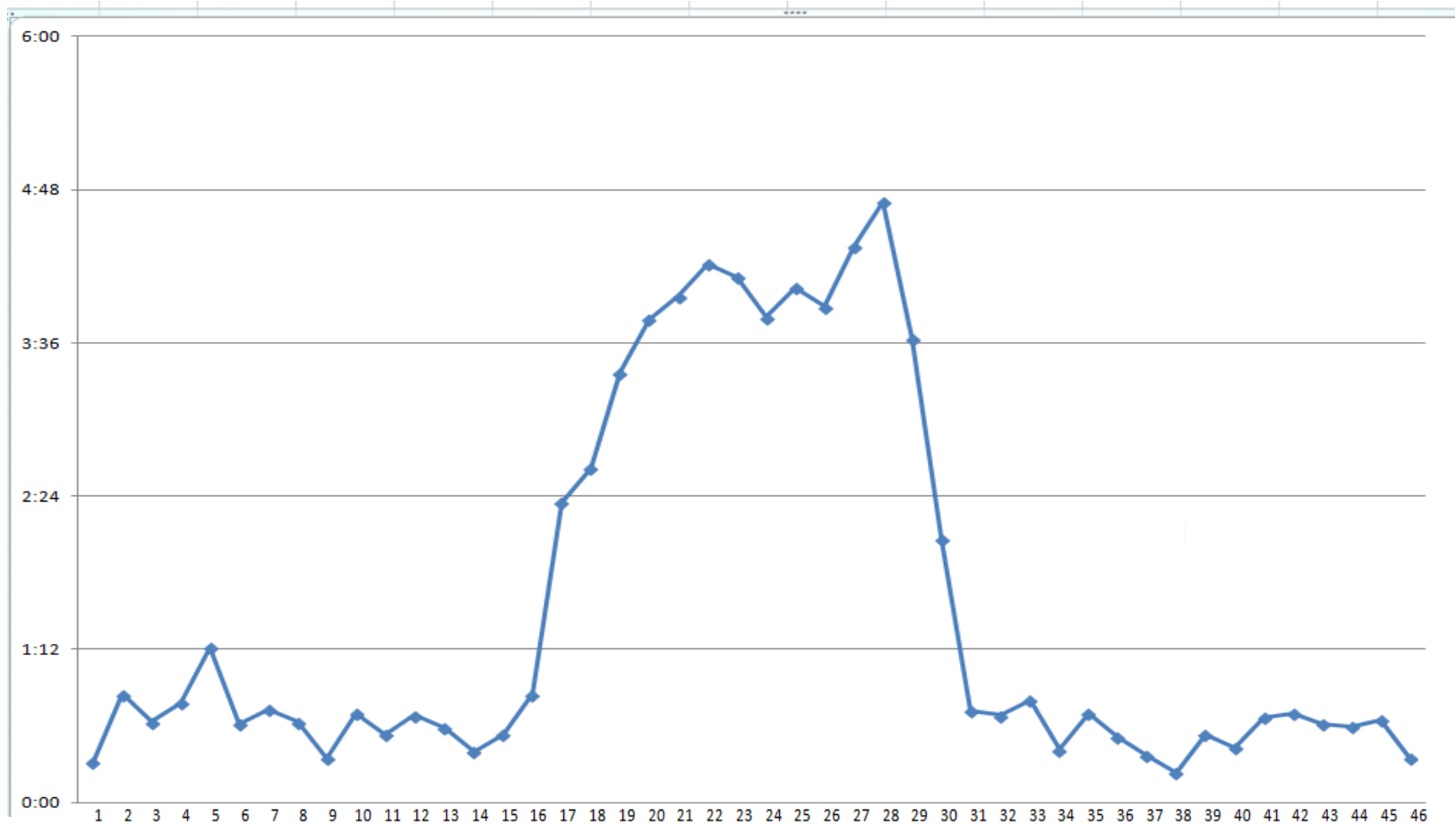
Example Run Chart

Running Pace

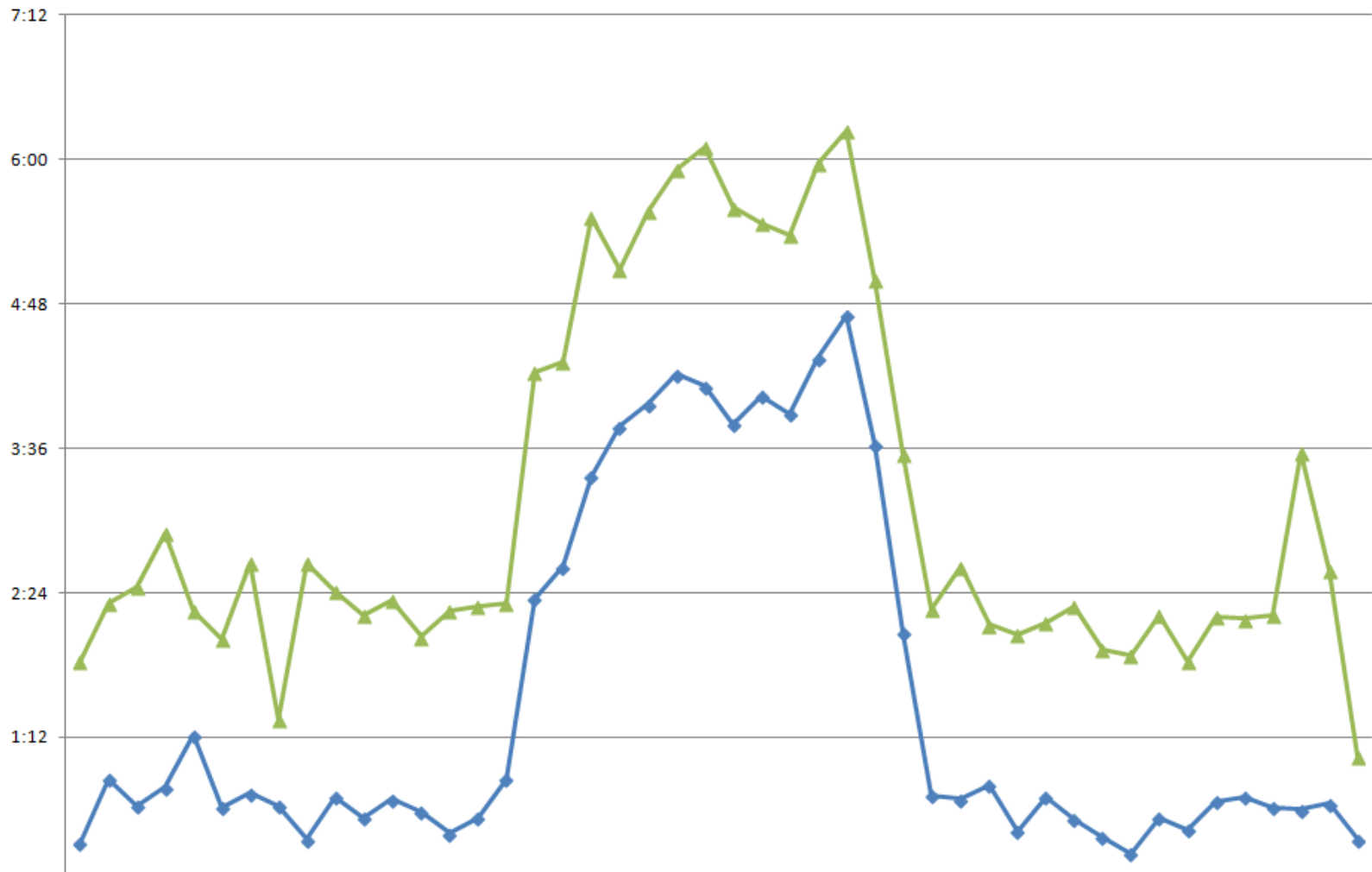


Problem: long wait times
at a Credit Union

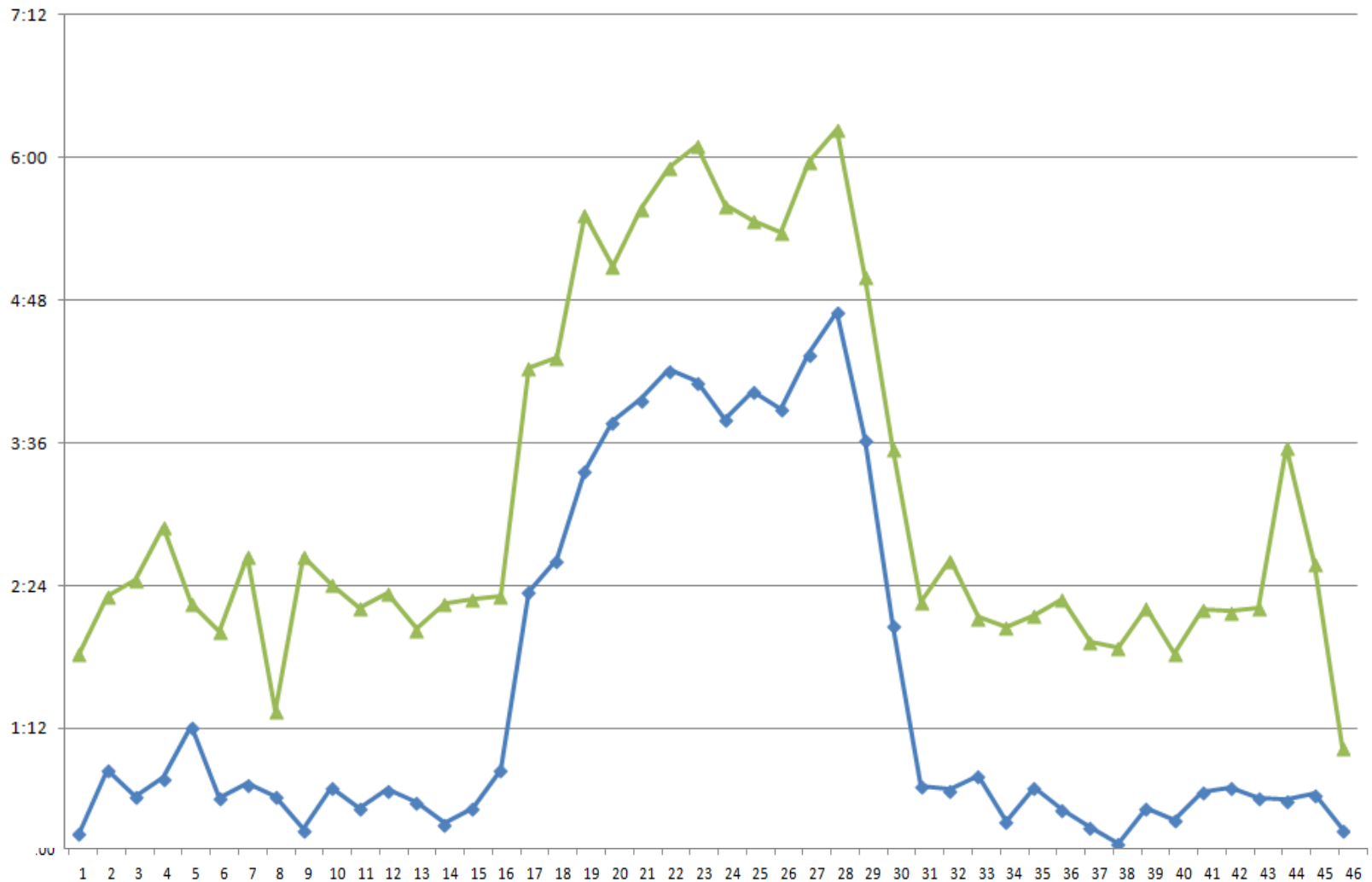
Time Waiting In Teller Line



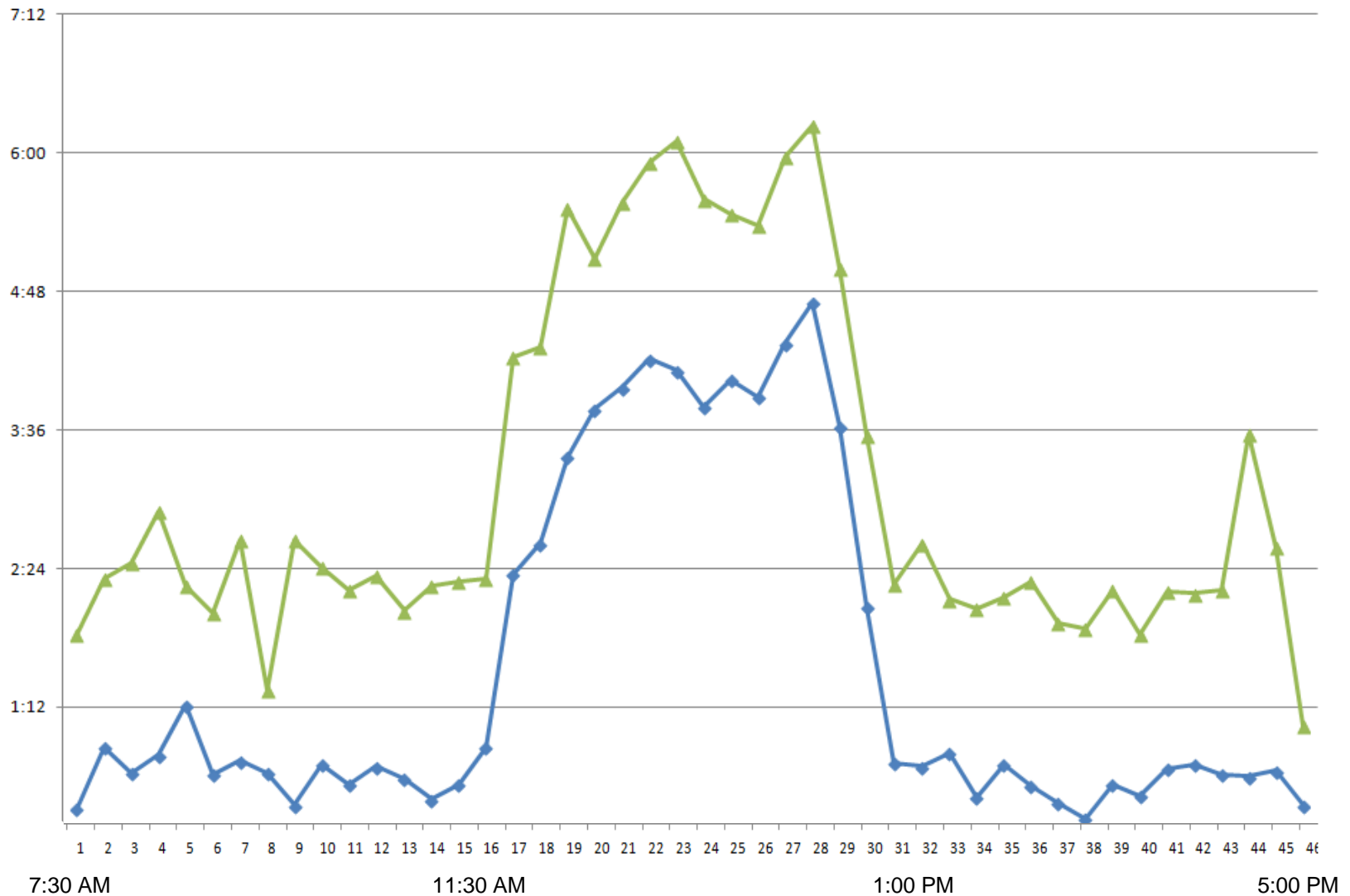
Time Waiting In Teller Line



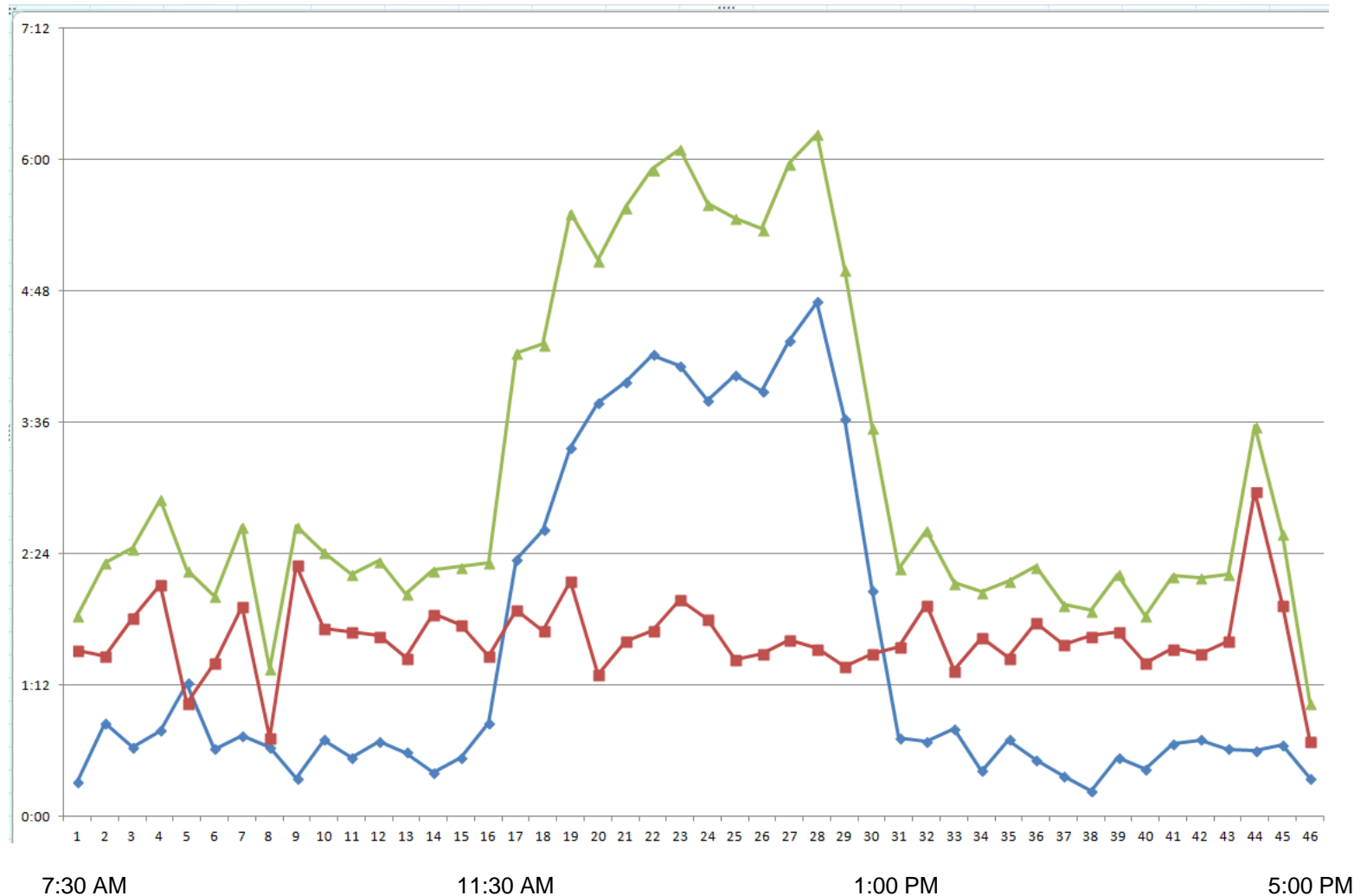
Time Waiting In Teller Line



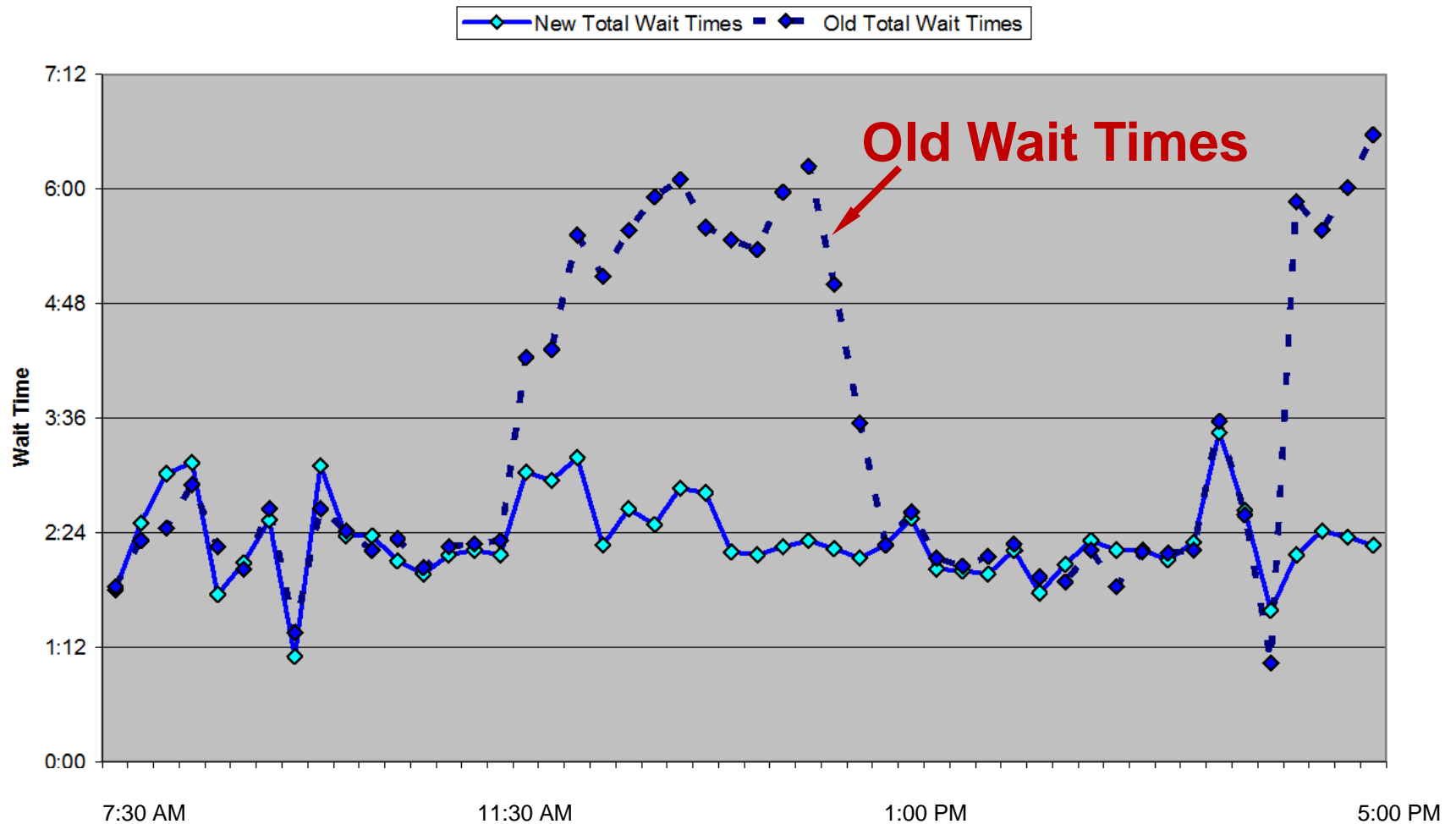
Time Waiting In Teller Line



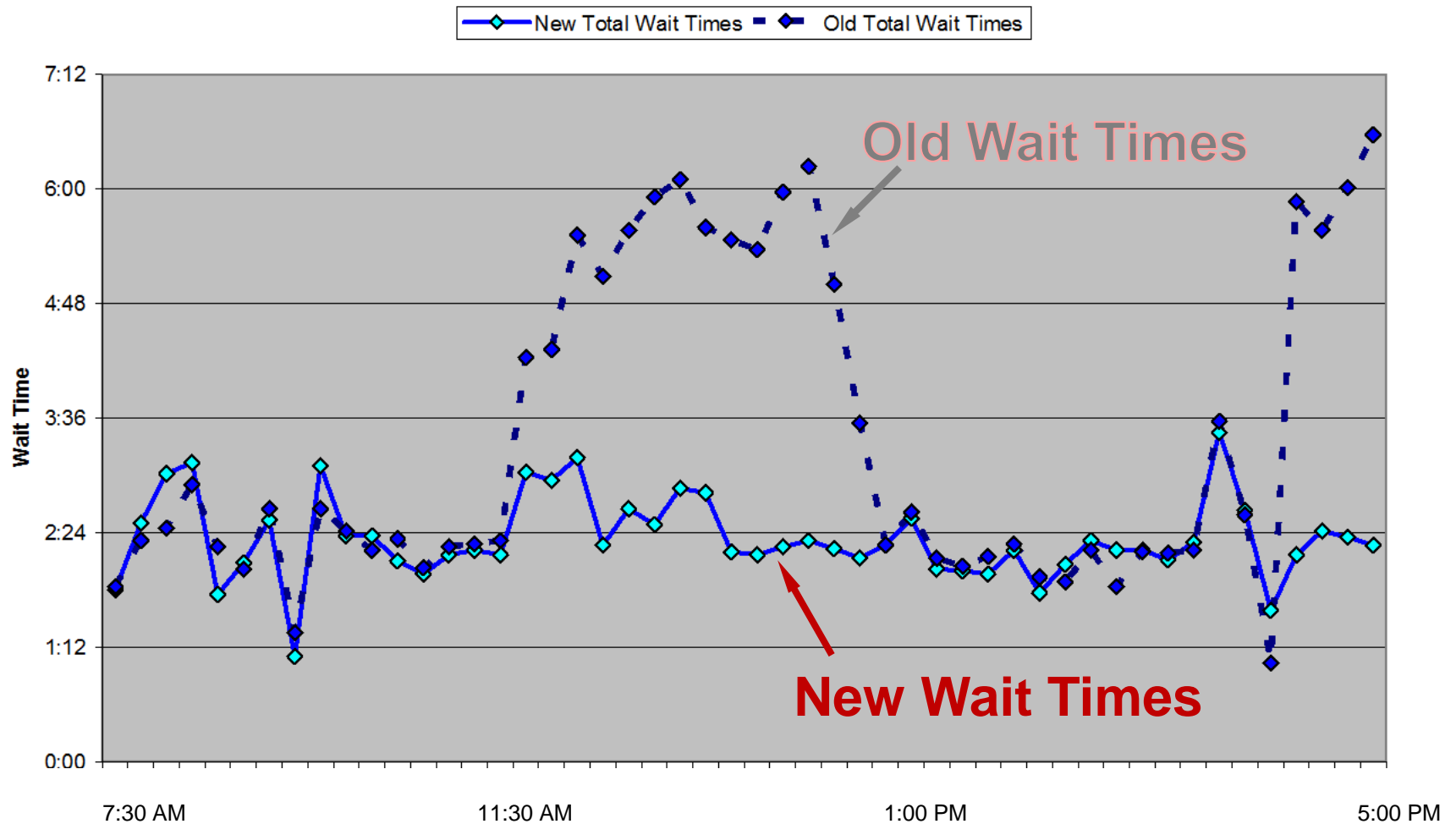
New Total Time for Transaction



After Changes



After Changes



UCI Extension

Continuing Education