

OVERVIEW OF TOOLS FOR IMPROVEMENT.

Category	Tool	Typical Use of Tool
Viewing systems and processes	Flow diagrams	Develop a picture of a process. Communicate and standardize processes.
Gathering information	Form for collecting data	Plan and organize a data collection effort.
	Operational Definitions	Provide communicable meaning to a concept by specifying how the concept will be applied within a particular set of circumstances.
Organizing Information	Affinity diagram	Organize and summarize qualitative information.
	Force field analysis	Summarize forces supporting and hindering change.
	Cause-and-effect "Fish-bone" diagram	Collect and organize current knowledge about potential causes of problems or variation.
	Driver diagram	Display the theory for improvement in an improvement project.
Understanding variation	Frequency plot	Understand location, spread, shape, and patterns of data.
	Pareto chart	Focus on areas of improvement with greatest impact.
	Run chart	Study variation in data over time; understand impact of changes on measures.
	Shewhart control chart	Distinguish between special and common causes of variation.