
Quality Council Review

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QUALITY COUNCIL REVIEWS

- Understand
 - Direct
 - Support
 - Recognize

LFQ1300

A Quality Council has four main roles in its leadership of the quality improvement team.

Key Roles

UNDERSTAND

- Analysis of symptoms
 - Dimension of problem
 - Main features of problem
- Diagnosis of root cause
 - Types of theories examined
 - Root cause found
 - Proof of root cause

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UNDERSTAND

(cont'd)

- Remedy
 - The design
 - How it removes the root cause
 - How it is optimal
 - How cultural resistance is addressed
 - How gains will be held
- Listening and questioning skills

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DIRECT

- Is right problem being addressed?
- Is quality improvement *process* being observed?
- Are external or strategic constraints understood?

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DIRECT

(cont'd)

- Communication skills
 - Positive feedback
 - Constructive feedback
 - Managing resistance

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SUPPORT

- Does team have resources?
 - People
 - Time
 - Data
- Is team getting cooperation?
- Are remedies being implemented?

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RECOGNIZE

- Demonstrate understanding
- State appreciation
- Follow up on support

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