

QuickResults Simulation

Facilitators

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What is QuickResults?

Fast Solutions

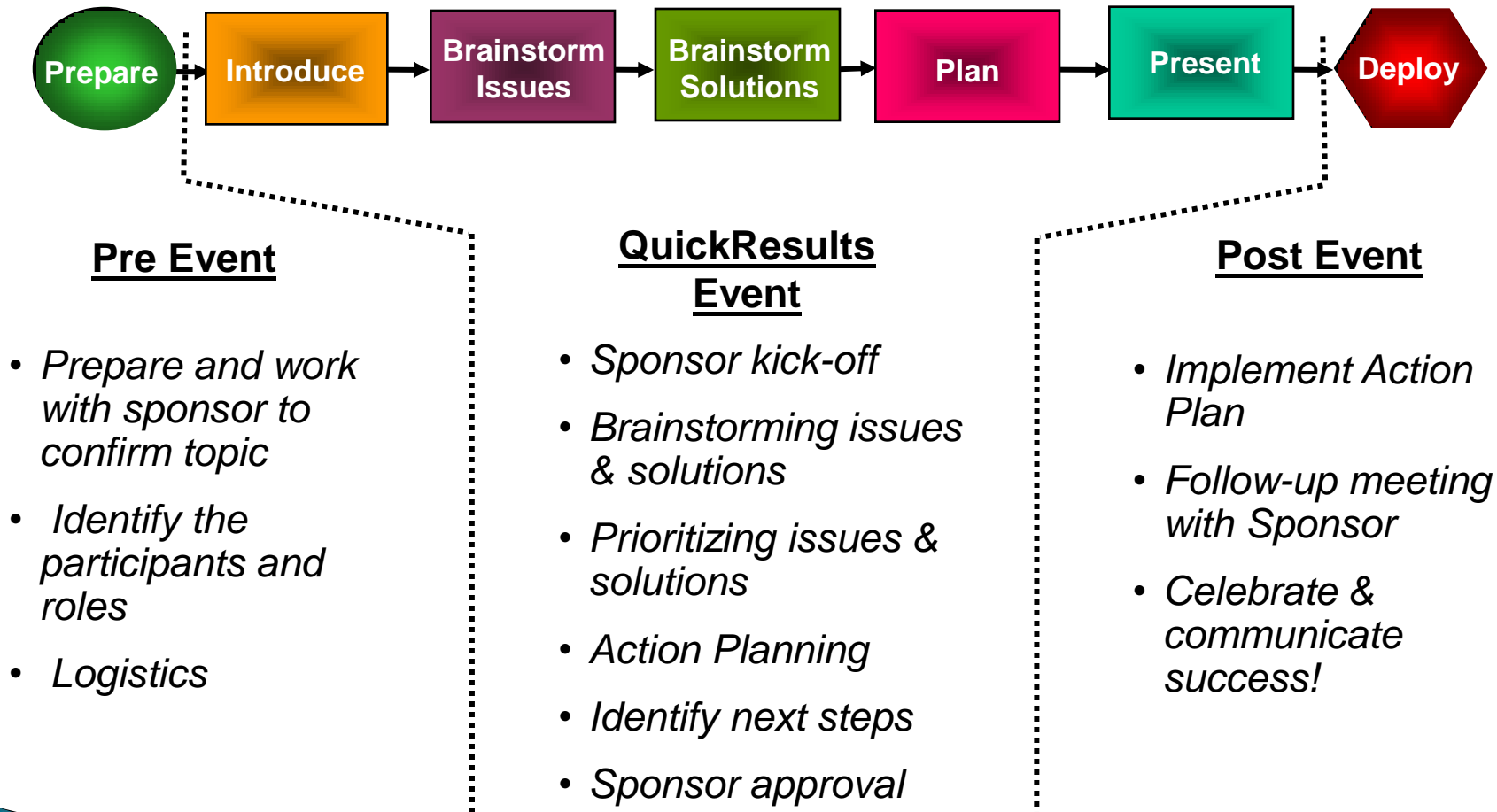
- Structured approach for solving local problems encountered in daily operations
- Focus on a tightly-defined issue
- Identify low- or no-cost solutions in a 1-2 day work session and approve on the spot
- Led by certified facilitators

Fast Results

- Solutions the team can implement in 30 to 60 days
- Identify all kinds of quick wins:
 - ✓ Unleash cost saving ideas
 - ✓ Improve customer service
 - ✓ Eliminate unnecessary work

QuickResults Roadmap

QuickResults is a Seven-Step Process with Planning, Follow Through...



...and Clearly Defined Roles & Responsibilities

When to use QuickResults

Use QuickResults When:

- The issue is not complex
- Little data is needed
- Process knowledge is not documented
- A quick-hit, immediate solution is feasible
- The issue can be addressed in 4 hours - 2 days
- The solution can be implemented within 30-60 days
- The solution is low cost and requires few resources

Do Not Use QuickResults When:

- Participants have no control over or passion for the issue.
- Data collection/analysis is needed for a decision
- The problem involves complex/technical issues
- Complex analysis, rigorous problem-solving required
- Extensive documentation is needed to deploy solutions

The Problem

- ▶ Money spent eating out by the ABC family has increased by 30% in the last year. Reduce the money spent eating out.

Brainstorming Issues

Ask the team:

“What are causes, issues or barriers that impact this problem?”

Consider:

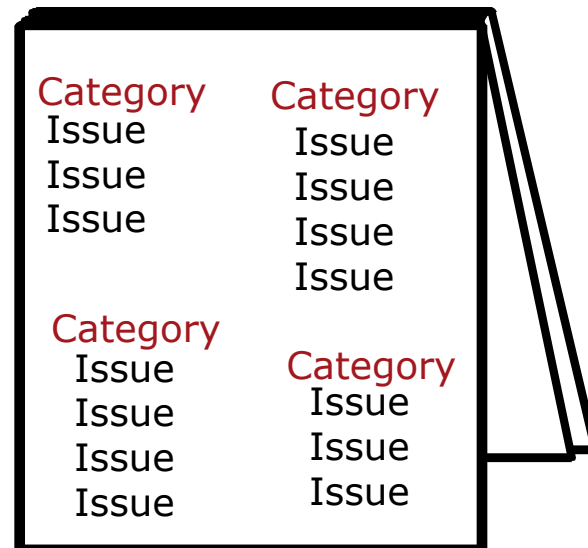
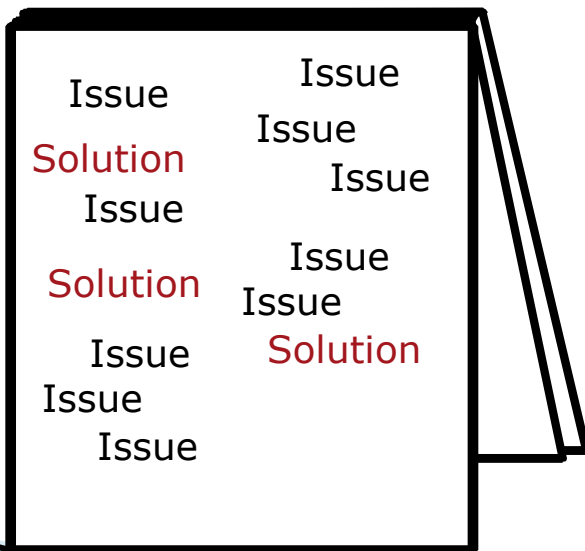
- Re-work - anytime the same or similar process/activity is repeated
- Redundancies
- Hand-offs
- High cost or time-consuming tasks
- Bottlenecks
- Errors – where they originate
- Other non-value added activities

Remind participants
to focus on issues,
not solutions

Group Issues

- Label all affinity groups with succinct, but descriptive, category names.
- 5-12 groups is ideal, eliminate redundancies or group together
- Eliminate out-of-scope issues

- Restate any implied solutions as problems or issues
- Review each of the labels and its items
- Ensure everyone sees each category the same way
- Place labels on large stickies or cards

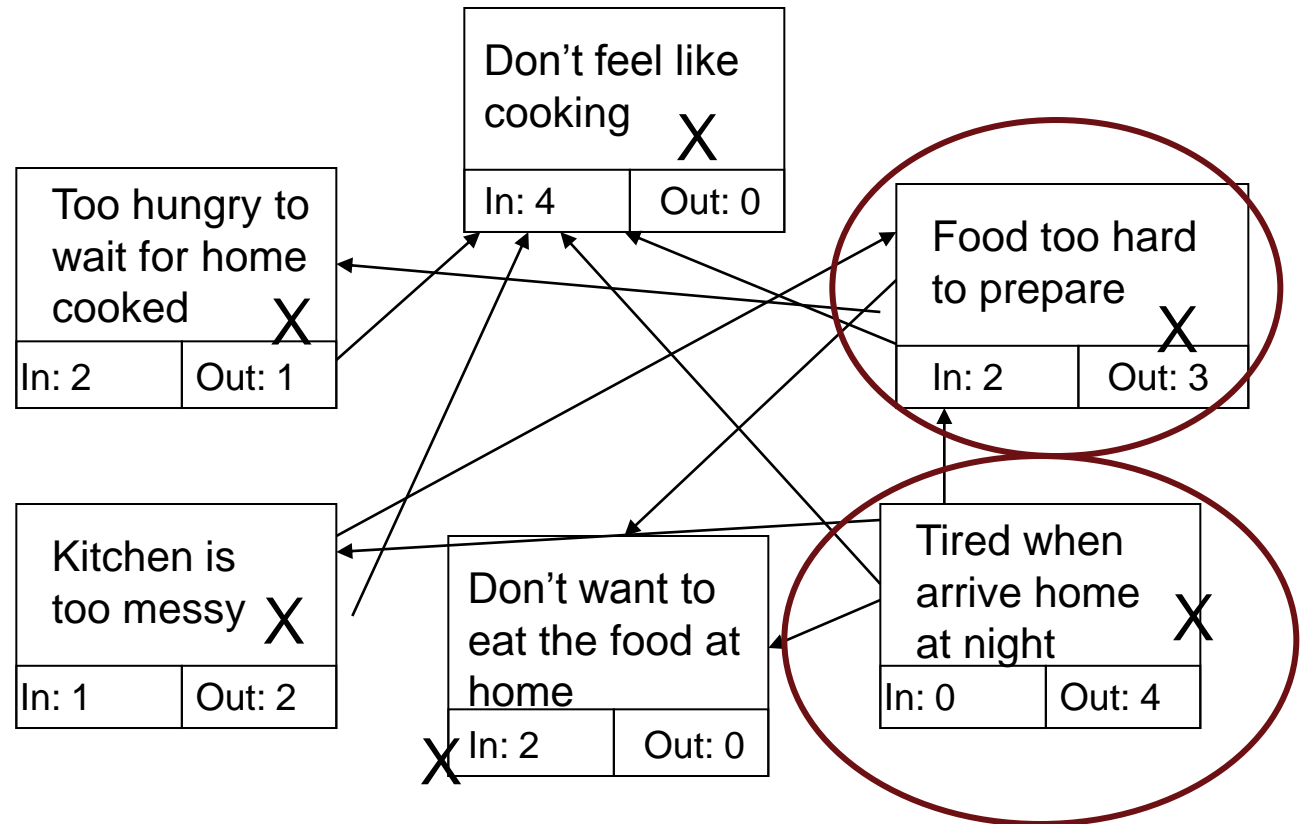


Select Root Cause Relationship Diagram

Cause with predominant arrows **out** are key causes or drivers, rather than symptoms

Relationship Diagram (aka Interrelationship Diagram)

- Compares all causes to each other to understand their relationship
- Looks like this in the end
- Simpler than it looks

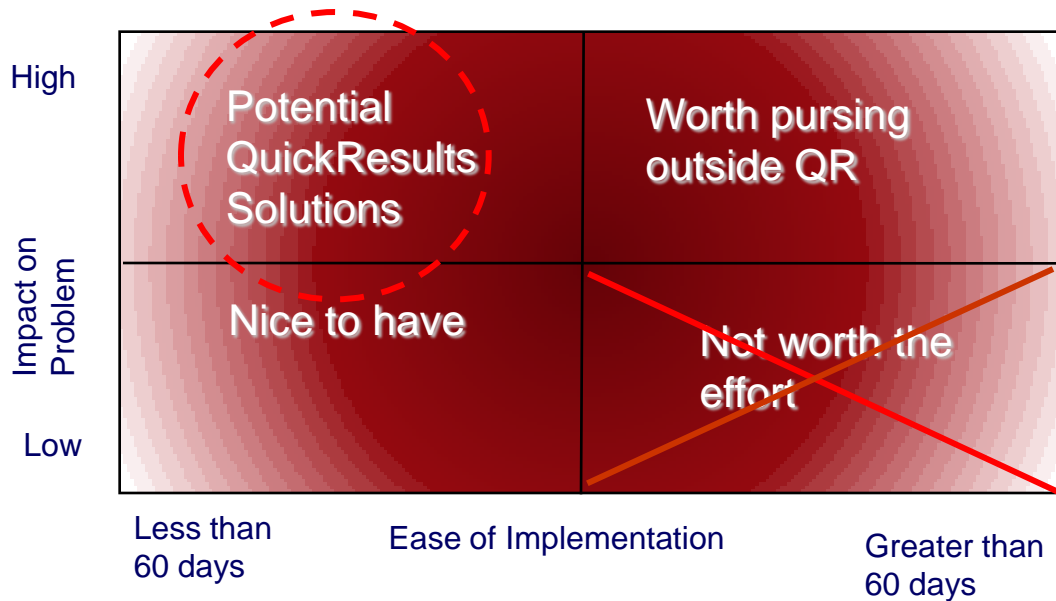


Brainstorming Solutions

What are some approaches to resolving the root causes?

Prioritize Solutions

Draw a four box matrix



Team members discuss each potential solution

Ask team members how easily the effort could be implemented and what kind of impact it would have on a problem/issue

Focus on "High" impact and consider solutions with low effort, low impact

Consider cost and resources as part of ease of implementation

Event: _____

Date: _____

Issue:

Recommendation:

Benefit:

Measure(s):

Required Resources:

Recommendation Owner:

Action Plan

Action	Assigned To	Timing

Action	Assigned To	Timing

- Accepted
- Accepted w/Condition
- Rejected

Approval _____

Target Completion Date _____

Follow Up Date _____

- Complete
- Encountered Barriers

Contact us to learn how to launch QuickResults in your organization

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