

KMPT Qi approach

Stakeholder mapping
Improvement workshops
5 whys
Fishbone diagram
Process mapping
Liberating structures
15 seconds 30 minutes
(social movement)
Slido/Jamboard

Identify key stakeholders
Understand any opportunities for improvement
Conduct a deeper investigation into problems
Utilise different perspectives to create a collective understanding
Co-production



Step 1:
Define the here
and now

Clarify what we hope to achieve
Understand our outcome and balance measures
Define what is in the scope
Start to understand timeframe
Collect baseline data



Step 2:
Agree the
smart aim

Reflect on learning and share and communicate this
Decide what to adopt, adapt and abandon
Plan for the future
Understand what we can learn from implementation of the change



Step 4:
Sustain
and spread

Step 3:
Develop and test
change ideas

Recognise what we can do differently
Measure the impact
Understand our process and outcome measures
Make plans for change
Implement the change



Lessons learnt
Appreciation events
Collaborative reflections
Communicating successes

Prioritisation matrix
Plan, do, study, act (PSDA) cycles
Action logs or GANTT charts

Smart aims
Qi charter
Driver diagrams
Pareto principle
Future state mapping
Shared vision
Run charts