

Session 5: Quality, Speed, and Results

Day 1 *Continuous Improvement: Saving Time, Money & Effort*
Day 2 *Power Tools & Workable Solutions*

Pre-session Readings/Assignments:

- Raising Standards in American Health Care, Ch 9
- The Road To Excellence, Read entire workbook
- Case Study: Hope Springs Eternal (contained in workbook)
- Articles:
 - The Authority of Ideas
 - Managing Our Way to Higher Service Sector Productivity
 - Driving Change at Alaska Health System
 - Sowing the Seeds of Corporate Innovation
 - Quality Management Targets Healthcare
 - Quality New Face in Hospital Industry
 - How to Involve Physicians in TQM
 - Introduction to Quality Paths
 - Adapting General Electric's Workout for Use in Other Organizations: A Template
 - Competing on the Eight Dimensions of Quality

