

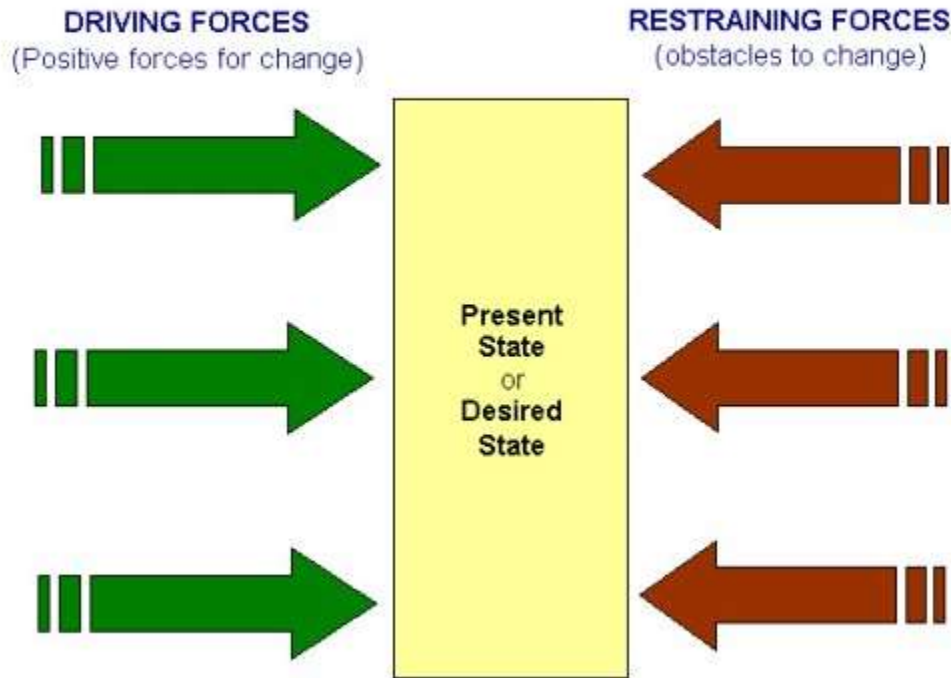


**Quality Improvement  
Tools and Techniques to  
help you deliver  
PReCePT**

Julia Wood and Karen Hooper

# Force Field Analysis

## FORCE FIELD ANALYSIS - KURT LEWIN



[www.change-management-coach.com](http://www.change-management-coach.com)

How can you overcome or reduce the impact of your restraining forces?

**LITTLE MISS SCARY**  
By Roger Hargreaves



**PSYCHOLOGY OF CHANGE:  
SOFT OR HARD?**

**MR. MARVELLOUS**  
By Roger Hargreaves



**MR. IMPOSSIBLE**  
By Roger Hargreaves



**LITTLE MISS TROUBLE**  
By Roger Hargreaves



**MR. PERFECT**  
By Roger Hargreaves



**LITTLE MISS SHY**  
By Roger Hargreaves



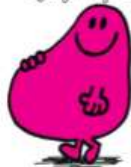
**MR. HAPPY**



**MR. QUIET**  
By Roger Hargreaves



**MR. GREEDY**  
By Roger Hargreaves



**MR. GRUMPY**  
By Roger Hargreaves



**MR. CLEVER**  
By Roger Hargreaves



**LITTLE MISS CHATTERBOX**  
By Roger Hargreaves



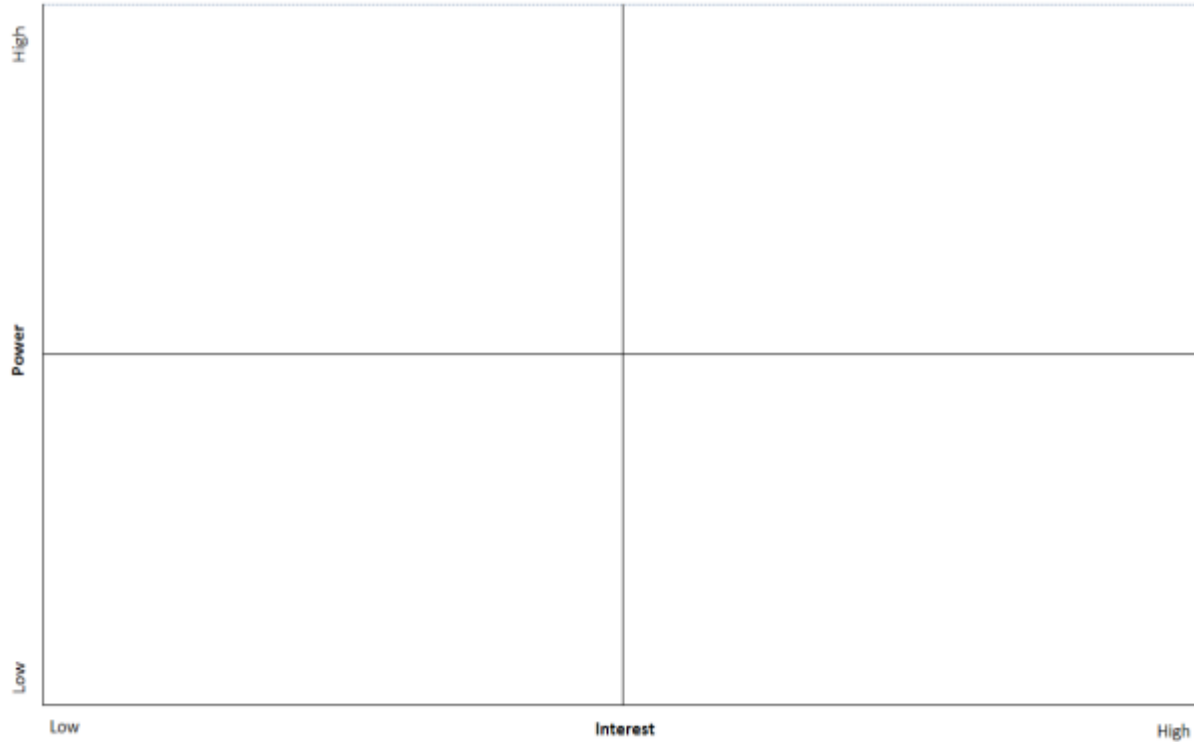
**LITTLE MISS BUSY**  
By Roger Hargreaves



**MR. ADVENTURE**  
By Roger Hargreaves



## Stakeholder analysis



This tool can really help you:

- 1) identify who needs to be on your group, or
- 2) help 'sense check' those people you have already identified.

Write down on sticky notes all the names of the people who you feel should be involved and why (one sticky note per person), and then plot them on the matrix in terms of their interest and their power (influence).

This should highlight any gaps.

The key points to think about here are:

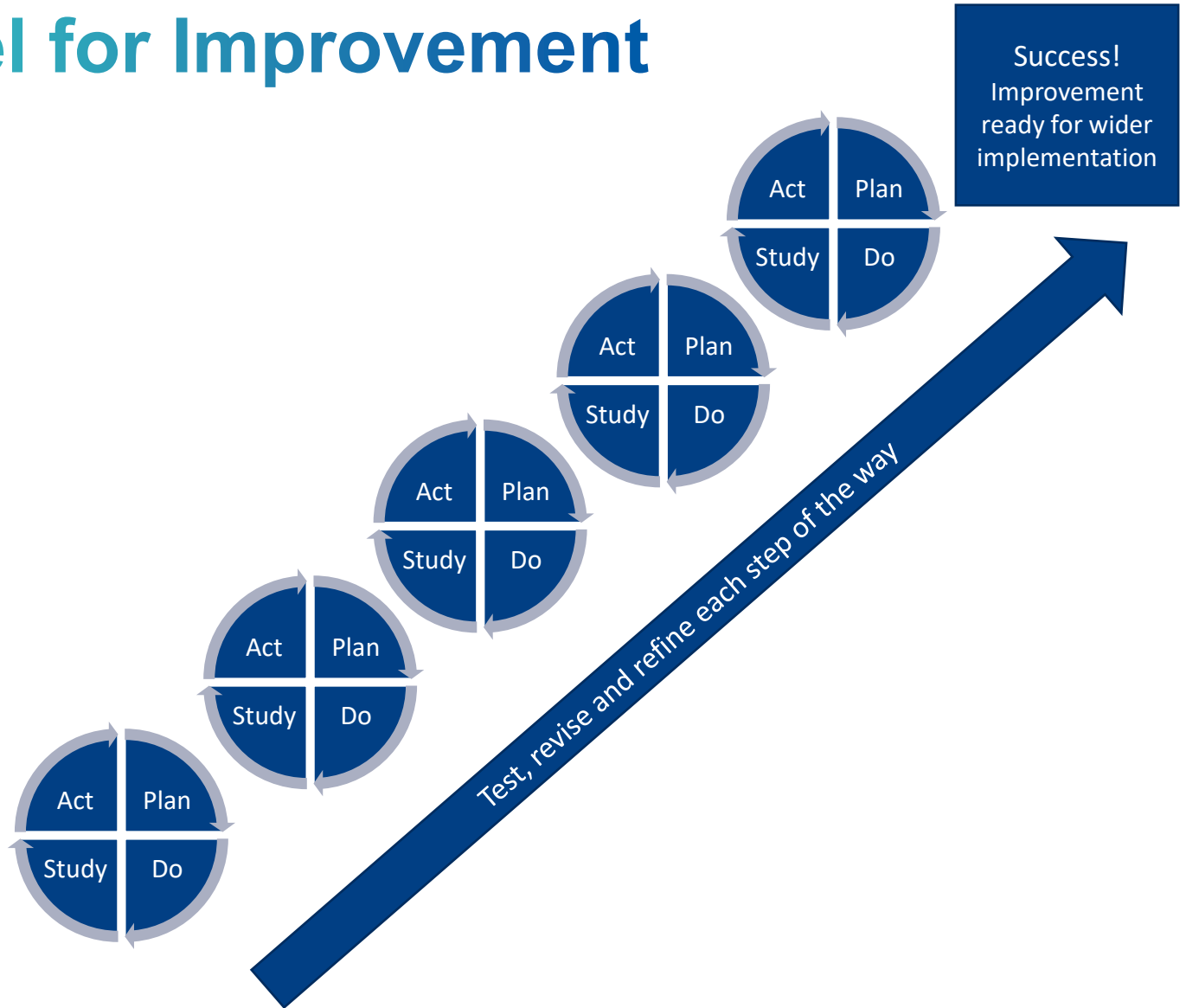
- Ideally you need some members of the group to be in the high power/high interest quadrant (top right) as these individuals can drive work forward and are usually willing to do so because of their interest
- So long as there are people of high power/high interest on the group it is really helpful to have a number of people who have high interest, even if their power is low. The reason for this is because these individuals make sure actions happen

# The Model for Improvement

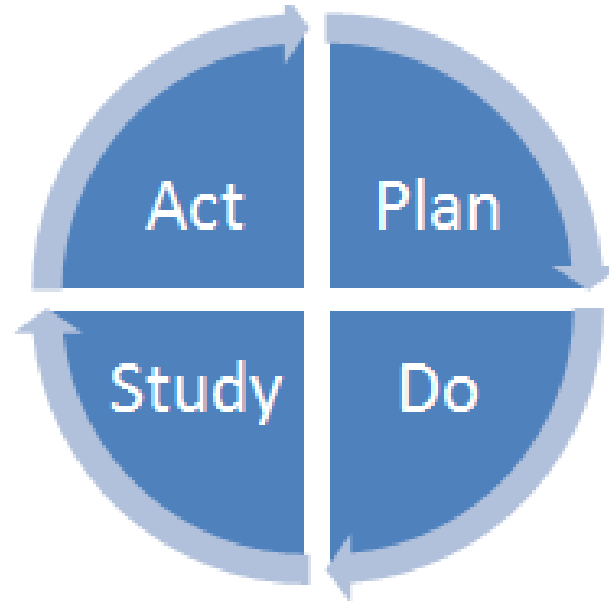
**Aim:**  
What are we trying to accomplish?

**Measures:**  
How will we know if a change is an improvement?

**Change:**  
What changes can we make that will result in an improvement?



# PDSA cycles



- Small cycles of change
- Usually numerous cycles
- Usually used within a team but can use this approach on your own

# Most people just plan and do!

## Plan and Do

- Large steps
- Abrupt, volatile
- Few champions
- Often need to rebuild
- Large investment in time
- Costs!

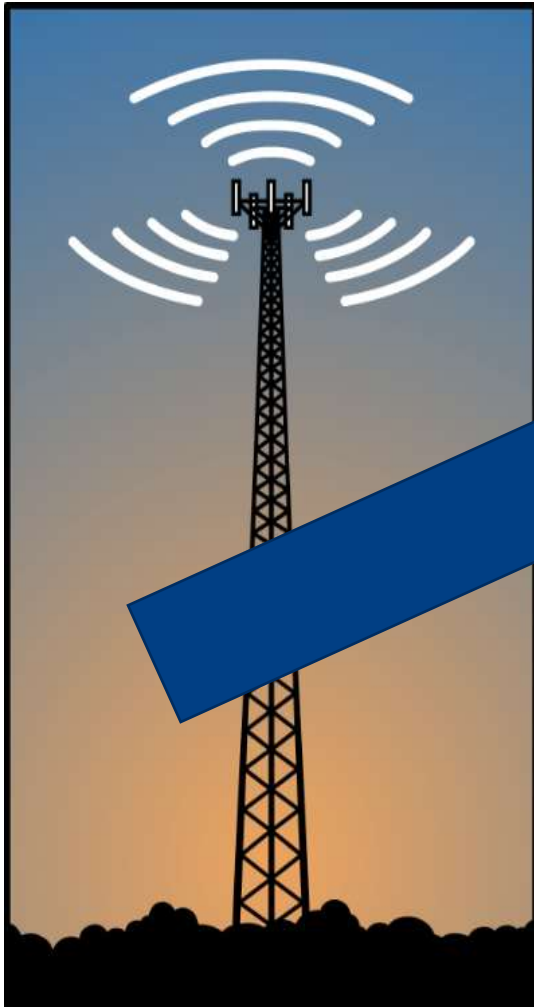


## Plan, Do, Study, Act

- Continuous and incremental
- Learn along the way
- Undramatic
- Often group efforts – champions
- Low investment



# Spaghetti Tower – prizes!



In groups:

**Aim:** To make the highest possible tower which stays stable using spaghetti and marshmallows

What did you learn?

- 20 pieces of spaghetti
- 10 marshmallows

PDSA 1:

- **PLAN:** 5 minutes planning – **do not touch resources!**
- **DO:** 5 minutes building
- **STUDY:** what did you learn?
- **ACT:** what will you do differently next time



# Poka Yoke

What is Poka Yoke?

Poka Yoke, pronounced poka yo-ke, is a Japanese term that means failsafing or mistake proofing

Why use Poka Yoke?

- Reduces errors/defects
- Increases quality
- Increases productivity because you don't spend time putting errors right



# Examples of Poka Yoke



Please describe your professional capacity

Organisation Name:  ⓘ

Role:  ⓘ

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Your contact information and online profile login details

First Name:  ⓘ

Last Name:  ⓘ

E-mail Address:  ⓘ

Confirm E-mail:  ⓘ

Password:  ⓘ

Confirm Password:  ⓘ

