

When the balloon goes up...

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RCA

PDSA

HACCP

FMEA

Risk Plans

5 Whys

CAPA

Trending



Steps of the process..?

- Report the event to a designated person/team
- Take immediate action
- Investigate the event
- Identify the causes
- Report the findings
- Develop a plan for corrective action
- Implement the plan
- Evaluate the effectiveness of the corrective action
- Make changes for continuous improvement



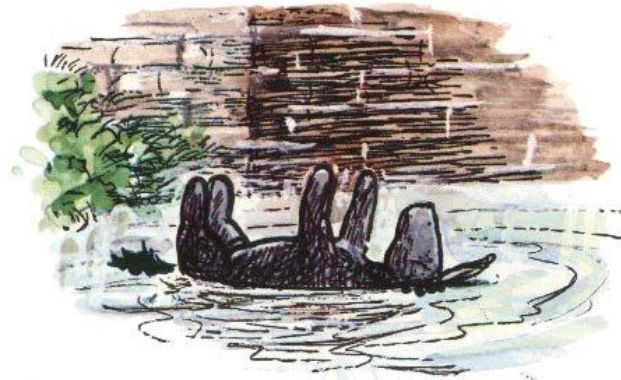
Question 1: What do your systems look like..?

- Tools
- Process
- Identification of level of investigation
 - Serious Events
 - “Lower level”
 - Near Miss
- Management
- Roll out/training



Question 2: Does it work..?

- Identification of Actions / Recommendations
- Tracking of actions
- Sustained Improvement / Effectivity
- Prevention of Repeats



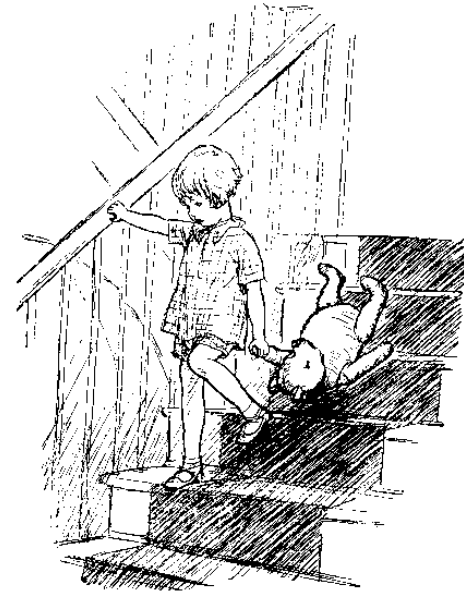
Question 3: Is it easy to use..?

- How do people find it to use?
- Everyone, or select few?
- Outcomes



Question 4: How would you change it..?

- What would you see as your system's shortcomings?
- How could your system be improved?
- Is it the right system for you?



So what to do..?

- Poster
- Picture!

Q1	Q2
Q3	Q4

