

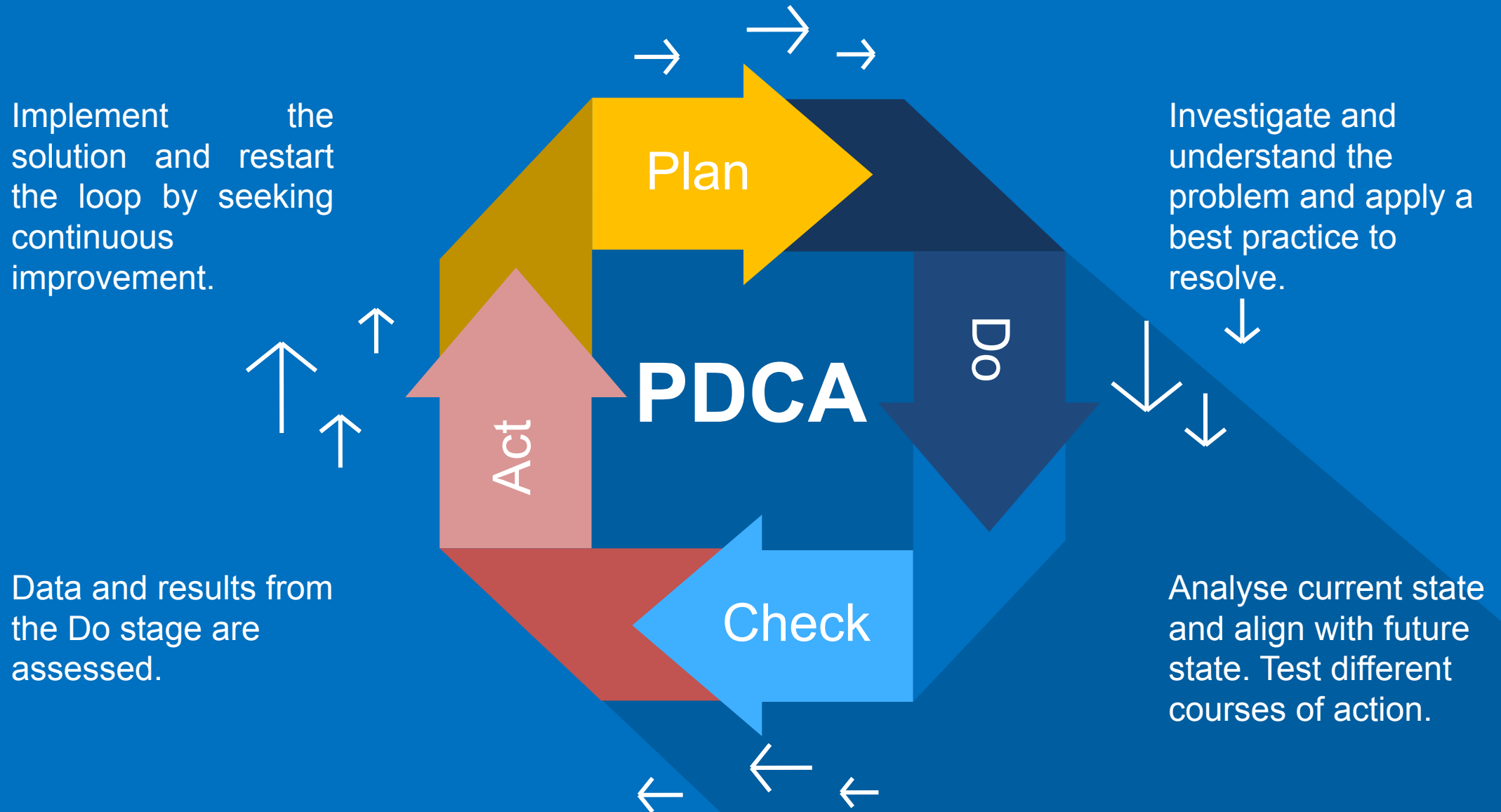
TOTAL QUALITY MANAGEMENT

Maurice Hoyte

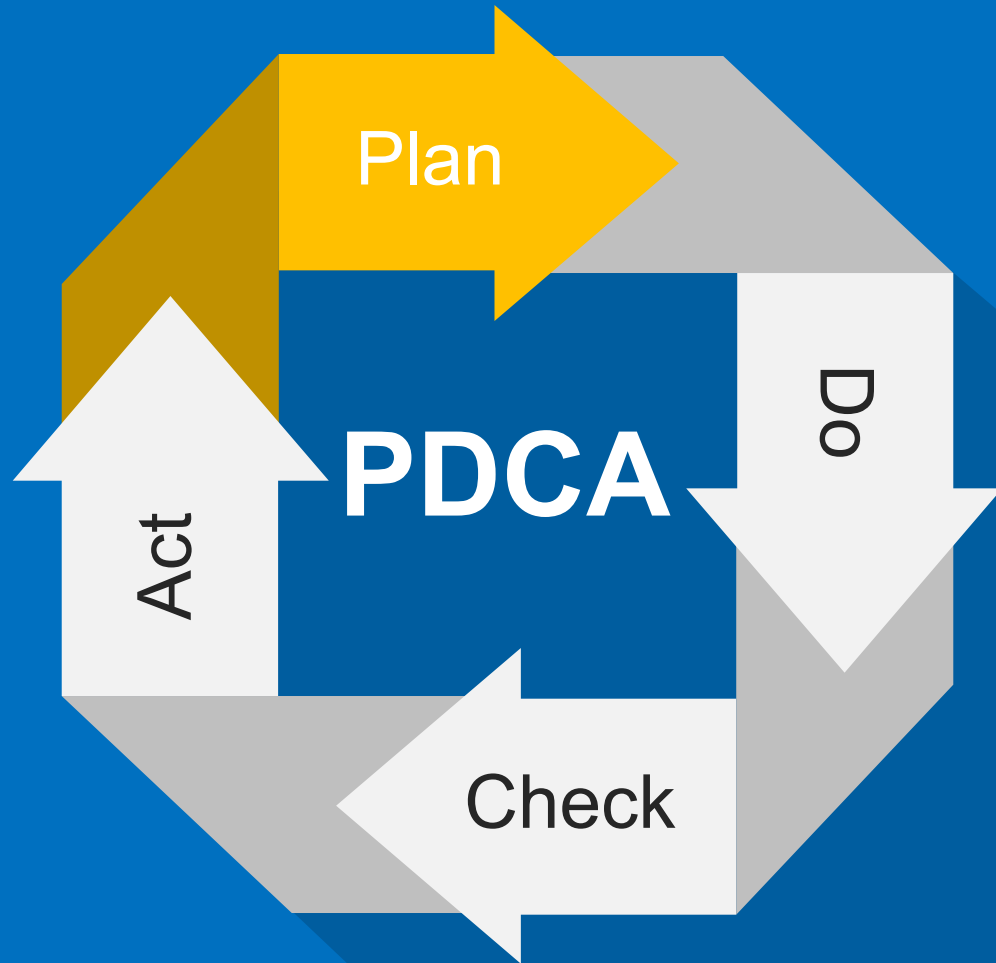
TASK: Implement a BEST PRACTICE to resolve a problem and implement potential solutions in a rigorous manner by utilizing the PDCA tool.

SELECTED BEST PRACTICE: Measuring and Managing Data for High Performance – Continuously monitor performance on key measures and build a culture that **encourages** innovation.

PDCA – EASIPHARM



PDCA



Plan

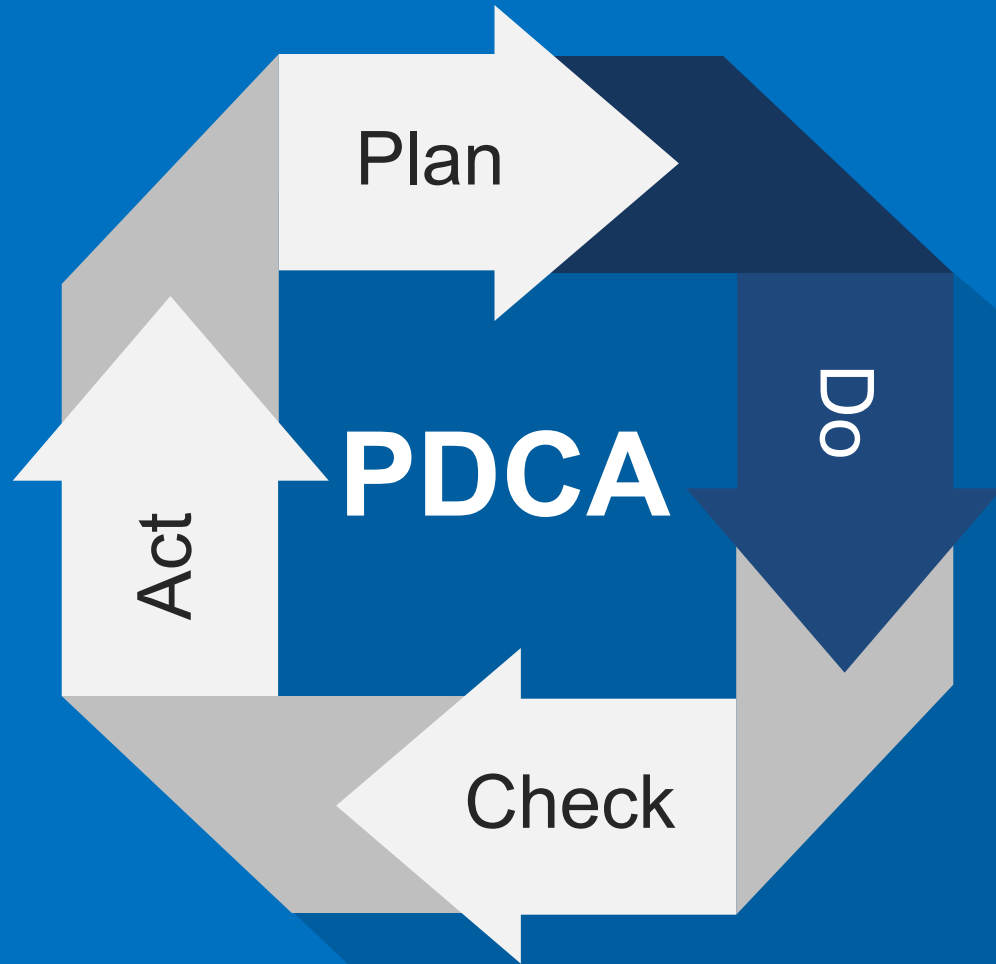
Problem: Decline in customer traffic and sales.

Potential Solution: Create hypothesis – How can EasiPharm resolve this issue.

Resources required: Financial, Human

Performance Measures: Sales; Customer Traffic; Profitability

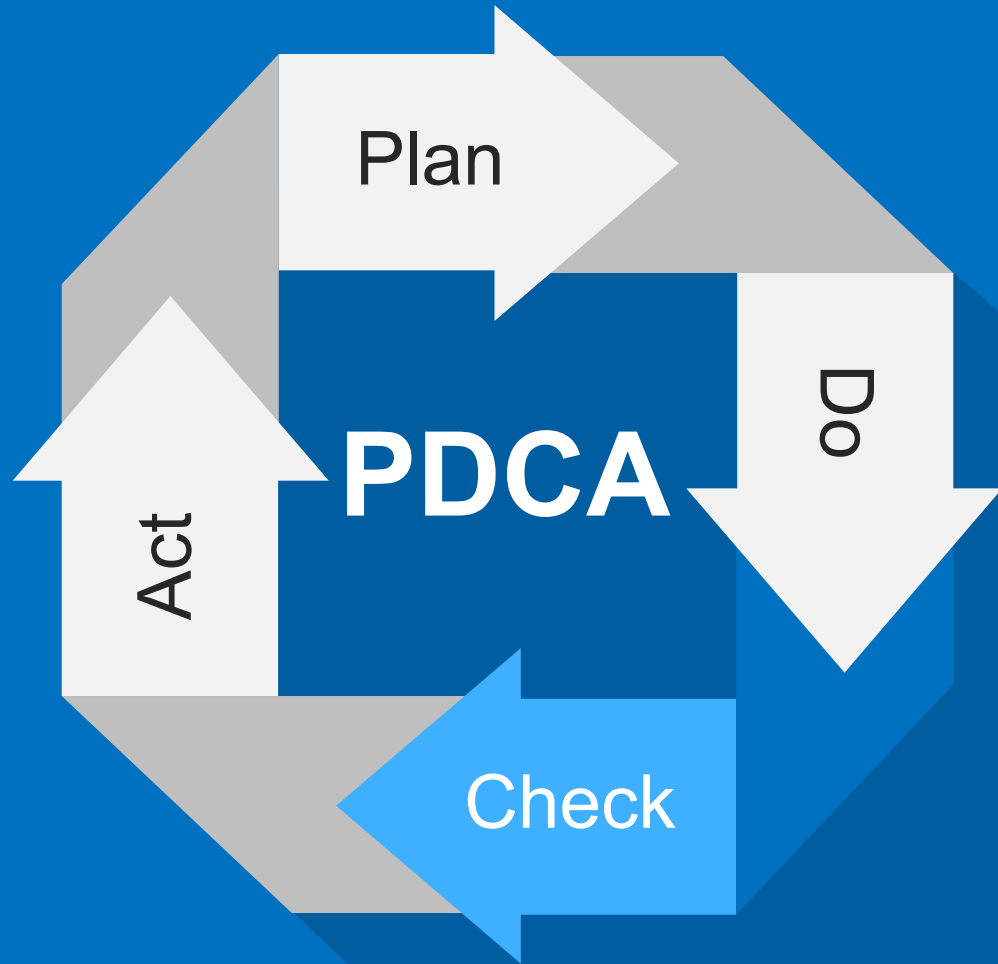
PDCA



Do

Implement the Action Plan: Train resources or consult expert and conduct competitor analysis, market research and gather customer analytics.

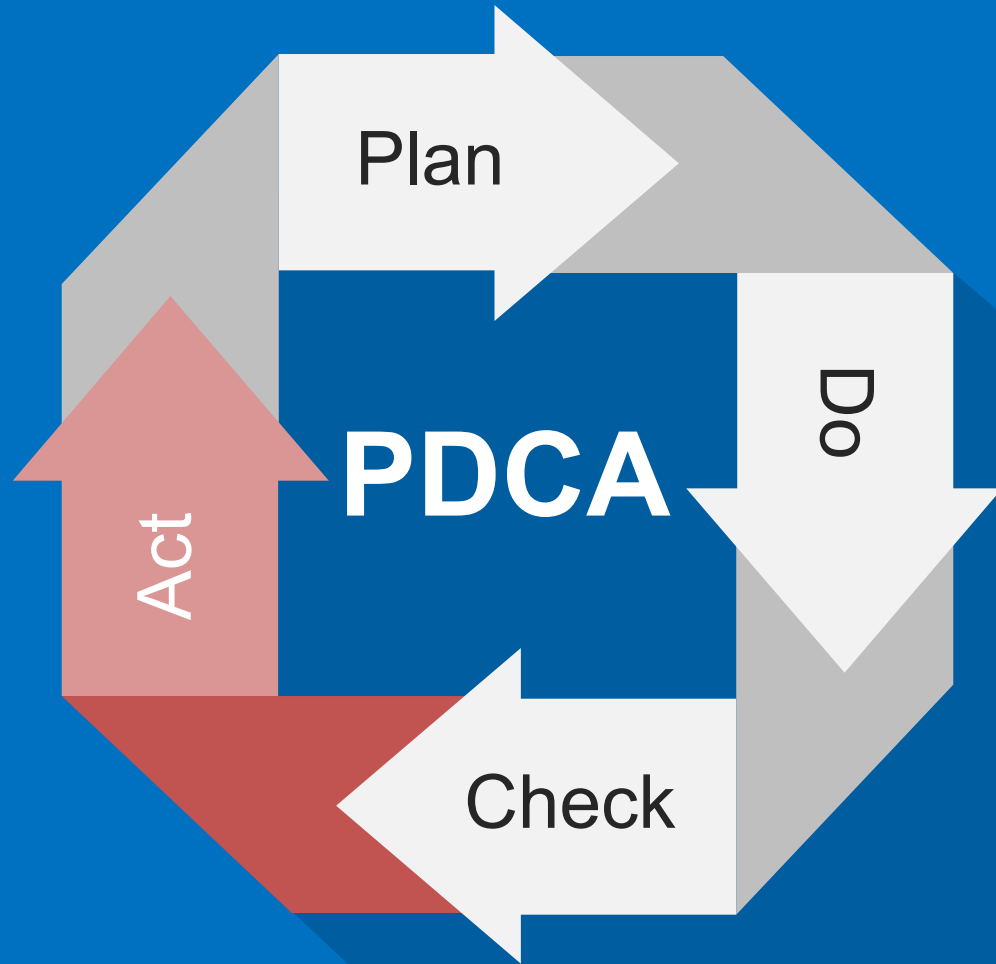
PDCA



Check

Check progress;
identify issues;
conduct brainstorming
sessions with staff and
adjust plan.

PDCA



Act

Implement what's working, continually refine what isn't, and carry on the cycle of continuous improvement.

THANK YOU!