

## Two day Teams & Tools course curriculum:

- > Systems overview: Input, Process, Output
- > Customer Focus
- > COPIS and its importance as a tool
- > Team dynamics: Stages, roles, common problems, and solutions
- > Effective meetings
- > Storyboarding
- > Action Work Out
- > Shewhart cycle
- > 7 Step continuous improvement process
- > Tools:
  - Brainstorming
  - Five "Whys"
  - Mental imaging
  - Effective decision making
  - Decision-style profiles
  - Multivoting
  - Nominal group technique
  - Benchmarking
  - Force field analysis
  - Flowchart
  - Cause-and-effect diagram
  - Pareto chart
  - Histogram
  - Checksheet
  - Scatter diagram
  - Run Chart
  - Control chart
  - Process capability ratio

Course was comprised of a series of lectures, videos, and exercises designed to give the student hands-on exposure to the basic tools. Key references was the Air Force Quality Approach guide dated 1 Aug 96, and the Joiner Team Handbook.