



BUSINESS & MANAGEMENT
 DIANE M. GIBSON

Case Study – Quality Tools in Education

THE CLIENT:	The local school board made a commitment to positively impact student achievement through implementing continuous improvement measures in the school district. One of the first groups to receive training in using quality improvement tools were the teachers.
THE CLIENT OBJECTIVE:	<p>The objective was to provide teachers with tools for data collection and analysis in a total quality school.</p> <ul style="list-style-type: none"> • Learn to develop performance objectives and appropriate indicators • To recognize the importance of planned data collection and the proper methods to achieve it • To identify and use seven basic quality tools that will provide important information about processes or products • To organize, analyze, interpret and present data that is meaningful and valuable to the organization
THE CLIENT NEED:	The School District made a commitment to quality in education. They did not have a staff or administration employee familiar with the quality philosophy or quality tools used in data collection and analysis.
THE CLIENT BENEFIT: INTRODUCTION OF SEVEN BASIC QUALITY TOOLS, PROJECT PLANNING TEACHER TRAINING	GDL & DMG facilitated working sessions with 30+ teachers from all grade levels. Teachers were introduced to the seven basic quality tools; flowchart, fishbone, checksheet, scatter diagram, histogram, control chart and pareto chart. Groups were taken through hands-on examples, exercises and worksheets. Teachers worked together to analyze data and present their conclusions. As a result of the training, teachers were well equipped with the language of continuous improvement and simple tools that are proven effective in data gathering and analysis.

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