



Data Based Decision Making

Programmes: one-day awareness & two-day intensive

The Programmes

The use of performance measures in business is hardly new. What is critical is having those who do the work determine what should be measured in order that they might better manage, understand and improve what they do.

Having data is fundamental, and the old saying, "without data, you're just another person with an opinion" is even more valid in today's economic climate. The use of performance measures is not as easy as it appears, and poor use can do more harm than good. In particular, many organisations have a plethora of data (often too much) and with a focus on improving efficiency and cutting costs it is all too easy to make the wrong decisions.

We offer one-day and two-day programmes which are designed to help managers and their staff understand and apply the techniques necessary to reach the best decisions. The programme covers measuring the performance of business processes including:

- ▶ The importance of data.
- ▶ Types of data and variation.
- ▶ Data collection plan and measurement systems.
- ▶ Process capability and control.
- ▶ Graphical analysis.
- ▶ Solution generation and selection.

The two-day programmes examines each subject area in greater depth. Participants are taught how to help their teams through each phase, what questions to ask, how to interpret information in a meaningful way and how to overcome typical barriers they might face.

Subject Areas

Subject areas include:

- ▶ Different types of data and variation.
- ▶ Business applications of targets and measures.
- ▶ Quantifying customer expectations.
- ▶ Data collection and validation of measurement systems.
- ▶ Data profiling – location, spread and shape.
- ▶ Graphical data analysis techniques.

Benefits

- ▶ Gather appropriate data to establish current performance.
- ▶ Visualise the data to draw meaningful conclusions.
- ▶ Apply a number of analysis tools and techniques to establish the root cause of a problem.
- ▶ Understand key concepts to drive effective implementation of improvements.
- ▶ Establish ongoing process controls and process governance structures.

Who Should Attend?

Operational managers, heads of service, customer service / contact centre managers, heads of OD, finance managers, performance managers.

To Find Out More

To find out more please contact us on our website at www.tealconsulting.co.uk or email us at info@tealconsulting.co.uk.

Excellent, very useful – I have a better understanding of data issues”
Senior OD Facilitator

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