



Ren Ci 仁慈

# IMPROVEMENT TOOLKIT - BASIC

Improvement Toolkit - Basic will introduce participants to Quality in Healthcare and the Science of Improvement and Common Improvement Tools. Participants will be taught 6S, PDSA and A3 STORYBOARD and its application in improvement work. These tools can allow participants to kick start improvement projects by generating problem statements and identifying root causes and work on strategies for implementation.

## COURSE DETAILS



**21 JUL 2025**  
**8 SEP 2025**  
**30 MAR 2026**  
**20 MAY 2026**

**8 JUL 2026**  
**26 AUG 2026**  
**31 MAR 2027**



**Course Fees**  
\$642.20 (excl. GST)



**9am - 5pm (1 Day)**



**Who Should Attend**  
All staff except Managers and above



### Learning Objectives

- Quality in healthcare
- Improvement science
- Develop problem and mission statements
- PDSA application and diagnostic journey
- A3 storyboard
- 6S diagnostic journey
- Introduction to Design Thinking
- Measures of improvement
- Cost savings calculation
- Sustain and spread improvement



**Method**  
Lectures, group work, discussions and MCQs.



### Key Trainer

**Wong Leon Yein**, Senior Executive, Clinical Quality Management Unit, BSc in Professional Practice in Nursing.

Leon Yein is a registered nurse with more than 10 years' experience both as a practitioner in renal, emergency & outpatient care and day surgery; and administrator with the ministry. She is actively involved in the management and training of staff in pandemic preparedness, infection prevention and process improvements.

**Ong Li Wen** is a Quality Executive in the Clinical Quality Management unit, holding Bachelor of Science in Nursing as well as Bachelor in Business Management studies.

As a registered nurse specializing in emergency preparedness and response, she has significant experience as an internal auditor and trainer in infection control practices. Li Wen is actively involved in the management and training of staff in pandemic preparedness and infection prevention initiatives.



[www.renci.org.sg](http://www.renci.org.sg)



[/RenCiHospital](https://www.facebook.com/RenCiHospital)



[/ren\\_ci\\_hospital](https://www.instagram.com/ren_ci_hospital)



[/ren-ci-hospital](https://www.linkedin.com/company/ren-ci-hospital)