



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



30 MAR 2026
20 MAY 2026
8 JUL 2026
26 AUG 2026



Course Fees
\$700.00 (Before 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

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.