Trust…… **Lean Improvement Measures**

Workstream Lead:……

Workstream Location……

Delivery							
Measure:	**Baseline**	**30 Days**	**60 days**	**90 days**	**120 days**	**150 days**	**Objective**
End to End T/R Time							
Dept Turnaround Time							
% Improvement							
Takt Time							
Batch Size							
Variation – (UCL – LCL)							

Quality & Safety							
Measure:	**Baseline**	**30 Days**	**60 days**	**90 days**	**120 days**	**150 days**	**Objective**
No. defects							
right first time/on time							
5S score							
Standard Working (examples)							
Visual Management (examples)							

Measure	Definition	Measure by	Clarification	Freq'y	Unit
Delivery	Time of request until result available to requesting clinician (end to end turn around / journey time)	Consecutive no. of requests (samples) measured over a set period of time. Demonstrated by percentage change	Each discipline /area to agree scope of the pathway	Monthly	Minutes/ hours/ days
Cost	Efficiency savings achieved as a direct result of implemented changes and subsequent ongoing improvement	Inventory released Staff savings, Time savings, Phone calls, Equipment released Space savings (sq meter), LOS OP appointment savings, PCT costs	May be as a direct result of RIE or ongoing implemented changes	Monthly	£, Time OP Clinic slots Bed days
Safety	Number of defects at specified part of process	Number of defects (samples / requests / other defects/ IR1) Impact of Reported incidents	Team to identify area of process on which to measure baseline	Monthly	£, Time saved correcting defects Number or % parts per million
Quality	Predictability Reproducibility % Right first time / every time / on time	% tests done correctly to an agreed time Demand & Capacity utilisation	Team to identify areas of process on which to baseline measure	Monthly	% within agreed time
Morale	Impact on staff, patients and users	% Reduction in sickness, Cost of locum cover Feedback from patients / staff	% sickness Cost of locums Feedback forms	Monthly	£ ,Time, Reduced staff t/o in 12 months