**Tools and Techniques - *Always Look To Improve Their Own or the Teams Service***

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|  **Areas of Discussion**  | **Tools and Techniques to help you**  |
| **Understanding LEAN Principles and** http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/Leadership%20inititiatives/PublishingImages/information%20mark.bmp**Approaches**  | **Visit our LEAN Awareness pages on Staffnet.**  |
| **NHS Institute for Innovation and** http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/Leadership%20inititiatives/PublishingImages/information%20mark.bmp**Improvement - Facilitators Guide to Improvement Discussions**  | [http://www.staffnet.ggc.scot.nhs.uk/_layouts/IMAGES/icpdf.gifFacilitators Guide to Improvement](http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/The%20OD%20Framework/Documents/facilitators%20guide%20to%20improvement.pdf%22%20%5Co%20%22)  |
| **PDSA Cycles and How to Use These for** http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/Leadership%20inititiatives/PublishingImages/information%20mark.bmp**Service Improvement**  | [http://www.institute.nhs.uk/quality\_and\_service\_improvement\_](http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/plan_do_study_act.html%22%20%5Co%20%22)[tools/quality\_and\_service\_improvement\_tools/plan\_do\_study\_act.html](http://www.institute.nhs.uk/quality_and_service_improvement_tools/quality_and_service_improvement_tools/plan_do_study_act.html%22%20%5Co%20%22) |
| **Series of Articles, Information and Guidance Using Process Mapping as an Improvement** http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/Leadership%20inititiatives/PublishingImages/information%20mark.bmp | [http://www.institute.nhs.uk/quality\_and\_service\_improvement\_tools/](http://www.institute.nhs.uk/quality_and_service_improvement_tools/%22%20%5Co%20%22)[quality\_and\_service\_improvement\_tools/process\_mapping\_\_an\_](http://www.institute.nhs.uk/quality_and_service_improvement_tools/%22%20%5Co%20%22)[overview.html](http://www.institute.nhs.uk/quality_and_service_improvement_tools/%22%20%5Co%20%22) |