**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" \o ") |
| **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" \o ")  [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" \o ") |
| **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/" \o ")  [quality\_and\_service\_improvement\_tools/process\_mapping\_\_an\_](http://www.institute.nhs.uk/quality_and_service_improvement_tools/" \o ")  [overview.html](http://www.institute.nhs.uk/quality_and_service_improvement_tools/" \o ") |