aabb Quality Toolkit | Check Sheet

DESCRIPTION

The check sheet is a structured form that makes it easy to gather data based on simple observation to begin to detect trends. Such forms are useful during every stage of a process to collect, record, and analyze data. Data categories are clearly defined so that they are unique and unambiguous. Therefore, one can use a check sheet to distinguish between opinions and facts and to gather data about how often a problem or type of a problem is occurring.

Check sheets are most appropriate when the data are collected using pre-established criteria.

STRENGTHS

Users can custom design the check sheet to readily interpret results. The format visually displays data that reveal underlying patterns without requiring complicated calculations.

WEAKNESSES

The process of filling out a check sheet manually can be time consuming.

APPLICATIONS

1. Identify process improvement opportunities.
2. Internal audits and in-process reviews.
3. Post implementation monitoring.
4. Data from check sheets can be organized into a pareto chart or root cause analysis for further investigation.

HELPFUL HINTS

1. Normalize your data.
2. Ensure that individuals have a common understanding of the categories of data being collected.
3. The use of spreadsheet software will help in the analysis of data gathered.

EXAMPLES

Phase I

Data are in broad categories. In this example, data shows the Collection/Procedure category as having the highest number of nonconforming events. The categories that require more in-depth focus will be expanded upon in Phase II.

NONCONFORMING EVENTS	QUANTITY	TOTAL
Accessioning	₪₪	5
Collection/Procedure	₪₪ ₪₪	10
Component Creation	|||	3
Component Modification	₪₪ |||	8
Customer Service	||	2
Distribution Management	₪₪		6
Donor Management			1
Draw Info	₪₪ ||||	9
Labeling	₪₪	5
Other	||||	4
Record Review	₪₪	5
Recruitment	|||	3
Registration	|||	3

Phase II

Data is more specific. In Phase II data reveals the tasks or processes in the Collection/Procedure category that have the highest number of nonconforming events.

NONCONFORMING EVENTS	QUANTITY	TOTAL
Accepted Ineligible Donor			1
No Donor Signature on Consent	₪₪ ||	7
Failed to weigh plasma donor	||	2

The data gathered in Phase II reveal that failing to obtain the donors signature on the donor consent form accounts for 70% of the errors in the Collection/Procedure category. From this data you can determine a target intervention to aid in lowering the rate of nonconformances in the Collection/Procedure category.