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Total Quality Management Tools and Techniques: Brainstorming

ABSTRACT
The flowchart is a new tool used in the healthcare system. It can convert all processes into clear steps. The flowchart is used for pharmacy practice for problem analysis and solving, simplifying the pharmacy policy and procedures, enhancing understanding of pharmacy workflow, improving healthcare support pharmacy quality management, and improving education and training. The pharmacy future to make life easy.

Keywords: Total, Quality, Management, Tools, Techniques, Brainstorming

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Abbreviations
None.

References

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Quality Tools and Techniques: Brainstorming

Defining (your tools)

- Analyzing your problem.
- Describing your problem.
- Arrange for a meeting.

Before Brainstorming session

Word-Excel-PowerPoint or any other program

Providing a flow chart or diagram to show the steps clearly.

- Choose your members according to their involvements to the process.
- There will be a consultant in the situation and expertise.
- Provide information about the problem.
- Set the place.
- Provide and arrange the material needed.

-Choose a facilitator to control the session and time.

During the session

- No judging.
- All ideas should be written down.
- Time management.
- Break to rest then continue.
- Material should be adequate for the session.

Ideas generation

- Sorting depends on criteria.
- Arrange small team with consultant for sorting session.
- Time management.
- Break to rest then continue.
- Material should be adequate for the session.

- Using criteria.
- Can use evaluation and validation, high risk - high cost or high population.

Ideas sorting and arranging.

Ideas Prioritizing.

Choose what idea to be done first.

- Can use Pareto chart.

After the session

Summary of the idea chosen.

Present your idea.

Action plan