

# Planning for Quality Cohort 7

## SESSION 3 : A G E N D A

**Thursday 1<sup>st</sup>  
November**

**SHSC**

**Crewe Road South**

- **8:30 – 9:00** Registration
- **09:00** Understanding Activity, Backlog, Capacity & Demand
- **10:30** Coffee Break
- **10:45** Understanding Activity, Backlog, Capacity & Demand
  - How to calculate system capacity, demand & flow
  - Common reactions to capacity & demand problems
- **13:00 - 13:45** Lunch Break
- **13:45 – 16:00** Financial Data & ROI
  - Capacity & Demand Simulation
  - Knowledge & Practical understanding of data collection & analysis in relation to ROI
  - Demand, Capacity & Flow (cont'd)
- *Coffee Break – During Session*
- **16:30 – Leading Change** – Gerry Cavanagh
- **17:00** Project Time
- **17:30** – Close of Session

1. Construct run-charts and control-charts
2. Analyse process capability.
3. Develop a costing of the current system and how this would be affected by an improvement project.
4. Use the principles of demand, capacity and queue to describe their own system.