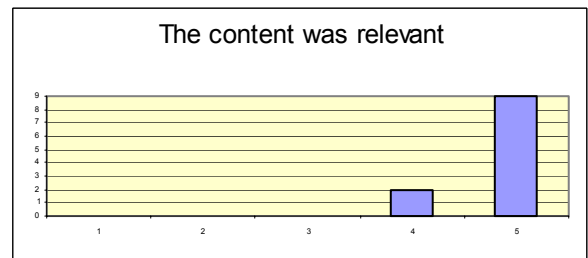
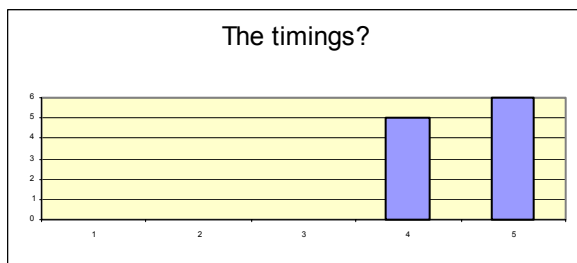
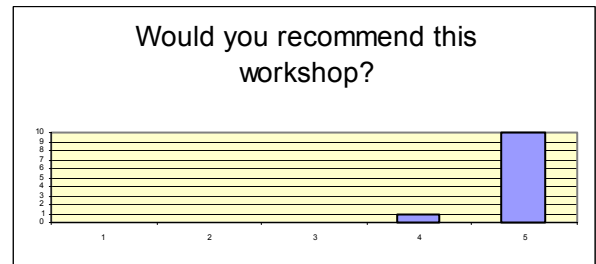
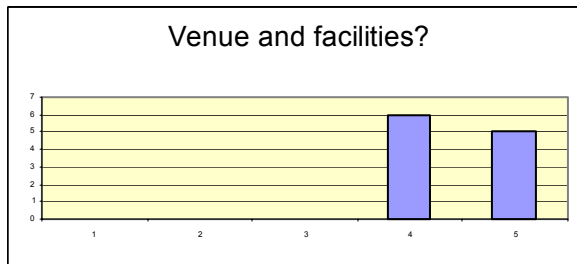
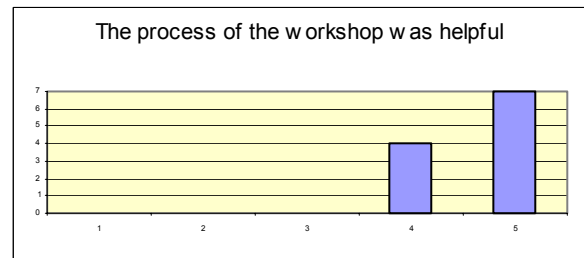
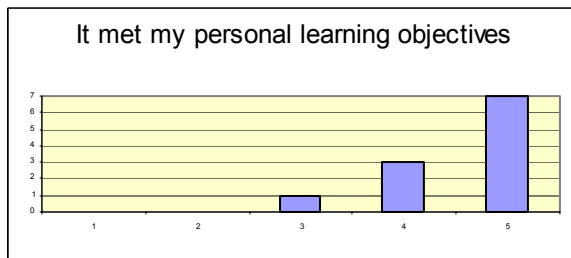


Course Evaluation – “Sustaining Improvement in Systems” 24 Oct 2007



What was the most useful bits of this workshop for you?

Real examples/stories of aspects of the human dimensions i.e. system, made it stick in my mind
 Supplement to 'tools' we have and use. Useful and usable prompts whilst managing projects for service redesign.

Reinforcing causal loop great to use in planning stage - fits well with PDSA

Wider understanding of issues and concepts impacting on change and service improvement

The models and concepts are very illuminating (light bulb moments) more would be valued.

Though provoking about how to manage existing projects - challenging

Need time to reflect but there were lots of things to consider in the work I am doing - taking away a full head!

Very good. Enjoyed the stories.

What elements make projects / changes work. Discussion, examples.

The chance to think & to have some expert challenge, concepts to add in to something that is instinctive

Right now I can't think of anything that wasn't useful. There was loads of food for thought that will support "project" work i.e. the what to do behind initial ideas, instincts and thoughts.

Understanding variation better and what to look for regarding systems. Commons concepts very helpful.

Lean vs Behavioural systems - interesting & useful - great!

Enjoyed the relaxed way of delivery - friendly. Would come again!

How can this event be improved?

Just to have a dedicated place to sit down & eat/drink (somewhere different from lecture room)

Useful to pair service design(ers) with providers. Still a bit unsure of how much I can affect at just the start of the process - how to ensure continuous improvement is included once service is 'handed over' to providers.

Could pack more into the day -i.e. be more challenging to cover more in the time.

Room layout - less classroom

Very little! Perhaps some group time to think about own projects.