



Continuous Improvement Toolkit

Nominal Group Technique (NGT)

Managing Risk

PDPC
FMEA RAID Logs
Fault Tree Analysis
Risk Assessment*
Traffic Light Assessment

Deciding & Selecting

Pros and Cons
Break-even Analysis
Force Field Analysis
Decision Tree
QFD
Kano Analysis
Critical-to Tree
Cause & Effect Matrix
Confidence Intervals
Probability Distributions
Graphical Analysis
Run Charts
Control Charts
Sampling
Brainstorming
Analogy
Nominal Group Technique
Affinity Diagram
Attribute Analysis
Lateral Thinking
Creating Ideas**

Planning & Project Management*

Importance-Urgency Mapping
Cost -Benefit Analysis
Voting
TPN Analysis
Prioritization Matrix
Paired Comparison
Pareto Analysis
ANOVA
Hypothesis Testing
Scatter Plot
Correlation
5 Whys
Chi-Square Test
Fishbone Diagram
TRIZ***
SCAMPER***
Mind Mapping*
Visioning
Designing & Analyzing Processes

Lean Measures
OEE
MSA
Cost of Quality
Reliability Analysis

Understanding Performance

Benchmarking
Focus groups
Photography
Measles Charts
Data Collection
Critical Incident Technique
Observations

Understanding Cause & Effect

Design of Experiments
Regression
Multi-Vari Charts
Relations Mapping*
TRIZ***

Identifying & Implementing Solutions***

Simulation
Mistake Proofing
Pull Systems
Work Balancing
Bottleneck Analysis
Flow
Wastes Analysis
Time Value Map
IDEF0
Value Stream Mapping
Flow Process Chart
Flowcharting
Standard work
TPM
JIT
Automation
Visual Management
5S
SMED
Process Redesign
SIPOC
Process Mapping
Service Blueprints

- Nominal Group Technique

- ❑ A structured method of collecting and organizing the thoughts of a team.
- ❑ An **anonymous** gathering of ideas.
- ❑ Silence is used to focus individual effort and reduce the time spent.
- ❑ Designed to promote group participation in the decision-making process.



- Nominal Group Technique

Allows teams to identify:

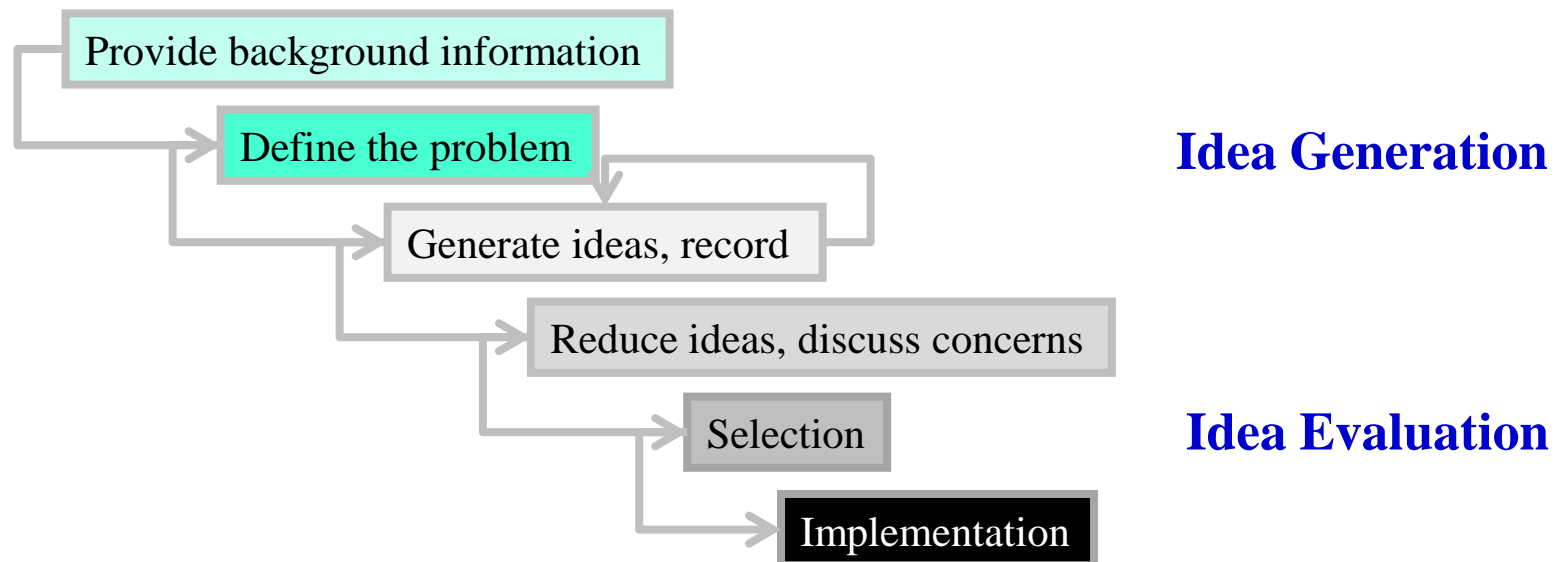
- ❑ A vital few problems needing attention.
(Understanding cause and effect)
- ❑ A solution for a particular problem.
(Creating ideas)



- Nominal Group Technique

Two Stages:

- ❑ Creation of thoughts.
- ❑ Reduction of ideas to a final selection.



- Nominal Group Technique

When to Use It?

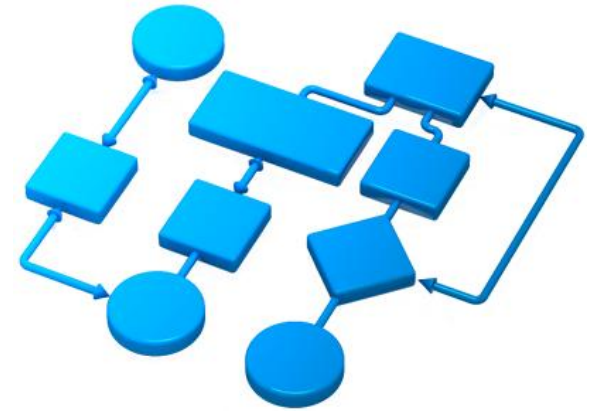
- ❑ When a problem is well understood, but knowledge about it is dispersed amongst several people.
- ❑ When a rapid consensus is required.
- ❑ When the team is stuck on an issue.
- ❑ When they disagree about something.
- ❑ When they prefer a structured style of working together.
- ❑ When the group is not sufficiently comfortable together to be open and creative.



- Nominal Group Technique

Approach:

- ❑ Conduct a meeting to gain a common understanding.
- ❑ Agree on the problem statement.
- ❑ Provide cards to each team member.
- ❑ Ask them to put their best thoughts.
- ❑ Collect the cards, shuffled them.
- ❑ Read them out one at a time.
- ❑ Write them on a flipchart.
- ❑ Provide an opportunity to add to the list (anonymously).
- ❑ Voting, scoring, prioritizing, reviewing results, discussing reactions.
- ❑ Consider the idea(s) with highest scores.



- Nominal Group Technique

The Facilitator Should:

- ❑ Prepare for the meeting.
- ❑ Set up ground rules
- ❑ Lead the implementation.
- ❑ Listen and check for understanding.
- ❑ Consider all opinions of others.
- ❑ List all answers.
- ❑ Clarify wording.
- ❑ Merge similar entries.
- ❑ Ensure that everybody has a similar understanding of the result.

