



Continuous Improvement Toolkit

Pros and Cons

Managing Risk

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

Pros and Cons

Break-even Analysis

Force Field Analysis

Decision Tree

QFD

Kano Analysis

Lean Measures

KPIs

Critical-to Tree

OEE

Capability Indices

MSA

RTY

Descriptive Statistics

Cost of Quality

Probability Distributions

Reliability Analysis

Graphical Analysis

Understanding Performance

Understanding Cause & Effect

Benchmarking

Control Charts

5 Whys

Chi-Square Test

Focus groups

Interviews

Brainstorming

Analogy

Photography

Check Sheets

Nominal Group Technique

Mind Mapping*

Measles Charts

Surveys

Affinity Diagram

Attribute Analysis

Data Collection

Critical Incident Technique

Observations

Lateral Thinking

Visioning

Creating Ideas**

Lateral Thinking

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- Pros and Cons

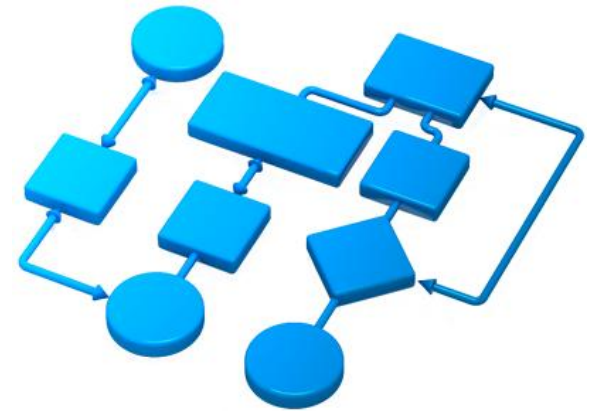
- ❑ A tool used to reach to a decision quickly.
- ❑ Used for weighing the pros, cons, and implications of a decision.
- ❑ Encourages everyone to consider other perspectives.
- ❑ Uncovers issues that you might not ordinarily have considered.
- ❑ You'll need to use other techniques if you need to explore some options in greater depth.



- Pros and Cons

Approach:

- ❑ Draw a table with three columns, headed: "Plus" "Minus" and "Interesting".
- ❑ Within the table, write down:
 - All of the possible benefits of taking a particular decision or action.
 - All of the negative effects.
 - All of the interesting implications and possible results.
- ❑ Allocate points to each of the contributions (*optional*).
- ❑ The total score will help you decide whether it's worth going ahead with the decision.



- Pros and Cons

Example – Consideration of a Job Promotion Offer

Plus	Minus	Interesting
New experience (+)	Relocate (---)	Traffic (-)
Higher income (++)	Stress (-)	Living in a new area
Meet new people (+)	Uncertainty (-)	Networking (+)
Exposure (+)	New schools (-)	Pollution (-)
(5)	(-6)	(-1)
	(-2)	

Decision Making Techniques

- Pros and Cons

Example – Update Company Website?

Plus	Minus	Interesting
Browser compatibility (2)	New servers (-2)	Ownership?
Company image (4)	New staff (-3)	Can we just improve?
Web services (3)	Implementation cost (-4)	
Potential customers (2)		
(11)	(-9)	
(+1)		