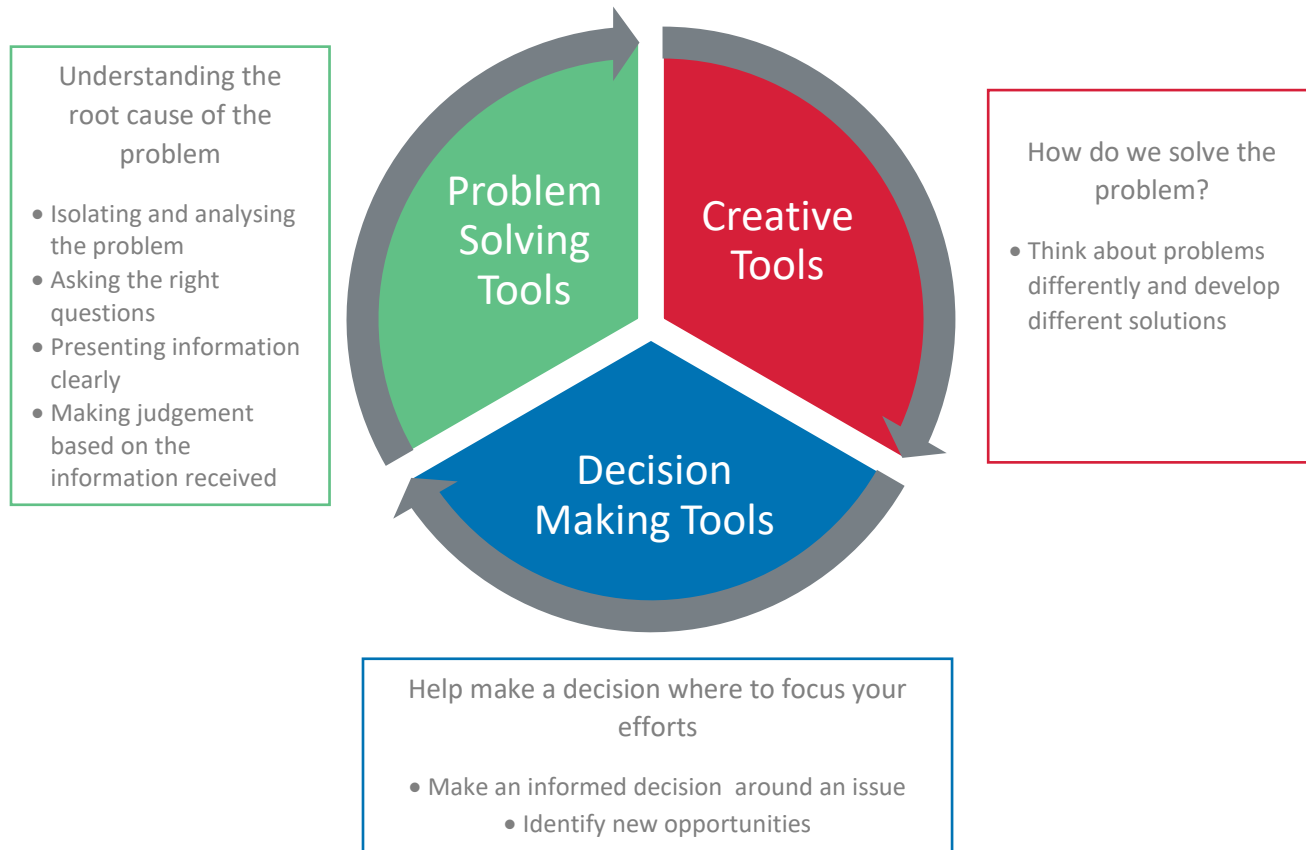


# Quality Improvement Tools

## What tool do I use?

**Step 1: Identify what stage you are up to in your improvement process.**



**Step 2: Decide what tool you wish to use.**

Types of QI tools	
Problem Solving Tools	The 5 whys
	Process mapping
	Swim lane process mapping
	Affinity
Creative Tools	Brainstorming
	Reverse brainstorming
	Hot potato
	Mind map
Decision making tools	Six thinking hats

**Step 3: Refer to the EMPHN QI tools resources on how to undertake an activity using a QI tool.**