

Open School

Video Activity: Is there a secret to sustaining improvements?

<http://www.ihl.org/education/IHIOpenSchool/resources/Pages/Activities/WilliamsSustainingImprovements.aspx>

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Facilitator Instructions

- Review the learning objectives and description with your group.
- Watch the [video](#) together (1 min 47 sec).
- As a group, discuss your reactions to the video, using the discussion questions as a guide.

Learning Objectives

At the end of this activity, you will be able to:

- List the three components of the Juran trilogy.
- Recognize the difference between quality improvement and quality control.
- Discuss the concepts of “soft improvement” and “hard improvement.”

Description

After a successful improvement project, it's important to celebrate and start thinking about how to spread your knowledge. But how can you make sure the improvement you've made sticks? In this IHI Open School Short, Improvement Advisor David Williams talks about the different stages and states of improvement and how to think about sustaining positive changes.

Related IHI Open School Online Courses

- [QI 102: The Model for Improvement: Your Engine for Change](#)
- [QI 104: The Life Cycle of a Quality Improvement Project](#)
- [QI 105: The Human Side of Quality Improvement](#)

Key Topics

Improvement Capability; Methods and Models; Model for Improvement; Systems Thinking; Redesign processes and systems; Reliable Processes;

Facilitator, show [the video on this page](#). For your group's discussion after the video, feel free to adjust these questions and/or add your own.

Discussion Questions

1. What's the difference between quality improvement and quality control?
2. Did David's characterization of "hard" and "soft" improvements resonate with you? Why or why not?
3. Can you think of an improvement (at work or at home) that you didn't sustain? What happened?
4. Can you think of an improvement (at work or at home) that you sustained over a long period of time? What was different about that improvement effort from the one you just described?