

BACKGROUND AND DESCRIPTION

Most organisations have data coming out of their ears. But it's not unusual for the wrong thing to be measured in the first place. The data is inaccurate, inappropriately displayed and nothing happens because of it. The gathering and use of data can initially seem very daunting. However, almost everybody will have produced a few simple graphs at school. If you can do this, then you can understand and apply the basic concepts needed for successful data collection, display and analysis.

Improve Your Data will provide a practical methodology and uncomplicated tools for the collection, presentation and analysis of data. This is applicable to project work, monitoring of routine operation and any mandatory data that your organisation is required to collect.

DURATION AND WHO SHOULD ATTEND?

Duration

2 days.

Who should attend?

- Anyone who has to collect, present, understand or use data
- Anyone involved in data about customers or performance
- Anyone who produces data and would like the recipients to be able to understand it
- Anyone involved in project work where data gathering is required
- Anyone who wants to increase their confidence when using data

This course is aimed at junior to middle managers and is ideal for graduates of *Improve Your Projects*. Senior managers and Directors should attend *Universal Data Skills*.

WHAT PARTICIPANTS WILL LEARN

Improve Your Data is based around the UIMPROVE Data Framework - a straightforward and highly practical approach to collecting and using data in the context of organisational improvement. Participants will learn:

- How to decide what data to collect in your day-to-day work so you will always know exactly how you are doing
- How to decide what data to collect in your projects so you can make meaningful before and after comparisons
- How to decide what data to collect about your customers

WHAT PARTICIPANTS WILL LEARN

- How to collect data and how to avoid the common pitfalls
- Better use of graphs - how to select and use the best tool to present your data including:
 - Bar charts
 - Stacked bar charts
 - Pareto charts
 - Run charts
 - Cumulative run charts
 - Year-on-year run charts
 - Histograms
 - View-charts
- How to analyse data - looking for meaning and drawing conclusions, learning to hear what the data is telling you
- Questions to ask when presented with data

All this is bound together by a step-by-step methodology that will guide you through any data collection, display and analysis scenario from start to finish.

We will give lots of tips in each of these areas and plenty of examples from where people have tried and succeeded - or failed - for real.

STYLE AND STRUCTURE OF THE COURSE

No calculations, no equations, no scary mathematics and no mind-boggling formulae. No spreadsheets, no computers, no calculators. No fancy theories named after ancient mathematicians.

Improve Your Data has been attended by many normal people and one or two statisticians over the years. All have found the straightforward approach and practical application extremely useful. There are lots of practical exercises and time for you to apply the learning to your own real-life situations and data with our help. During the course our experienced Consultants will spend time with people on a 1-1 basis offering assistance and advice.

Participants receive our comprehensive and easy to understand *Improve Your Data* manual. This means you don't have to remember anything about the course, only where you put your manual.