Michigan Pathology Quality System
Quality – Safety – Efficiency – Service – Satisfaction

Just-in-Time
- Pacing by Demand
- Continuous Flow
- Pull Systems

Built-in-Quality
- Error Proof
- Surface Problems
- Stop and Respond to Abnormalities
- Solve Problems at Root Cause

Customer Defines Value

Leveled Workload

Continuous Improvement (P-D-C-A) and Learning
- Robust Processes
- Organized Workplace (5S)
- Visual Control

Standardized Work
- Reliable, Tested
- Serve People and Processes
- Preventive Maintenance - TPM

Make Value Flow By Eliminating Errors and Waste

Work Force
- Skilled, Capable, Flexible
- Engaged, Motivated
- Design Work, Solve Problems

Methods
- Robust Processes
- Organized Workplace (5S)
- Visual Control

Technology and Equipment
- Reliable, Tested
- Serve People and Processes
- Preventive Maintenance - TPM

Materials
- Materials Readiness
- Supplier involvement

MOS Methods (All Mission) Sources: J. Shook J. Billi J. Liker S. Hoeft Park-Nicollet /mk 04 09 07
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PROGRAM OF THE YEAR 2008
CLINICAL SERVICES

MICHIGAN PATHOLOGY QUALITY SYSTEM

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