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

Standardized Work

Make Value Flow By Eliminating Errors and Waste

MOS Methods (All Mission) Sources: J. Shook, J. Billi, J. Likier, S. Hoeft, Park-Nicollet / mk 04 09 07