



Improving Enjoyment at Work (Qi Team)

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Aim

To increase enjoyment at work by 10% by 1st July 2018

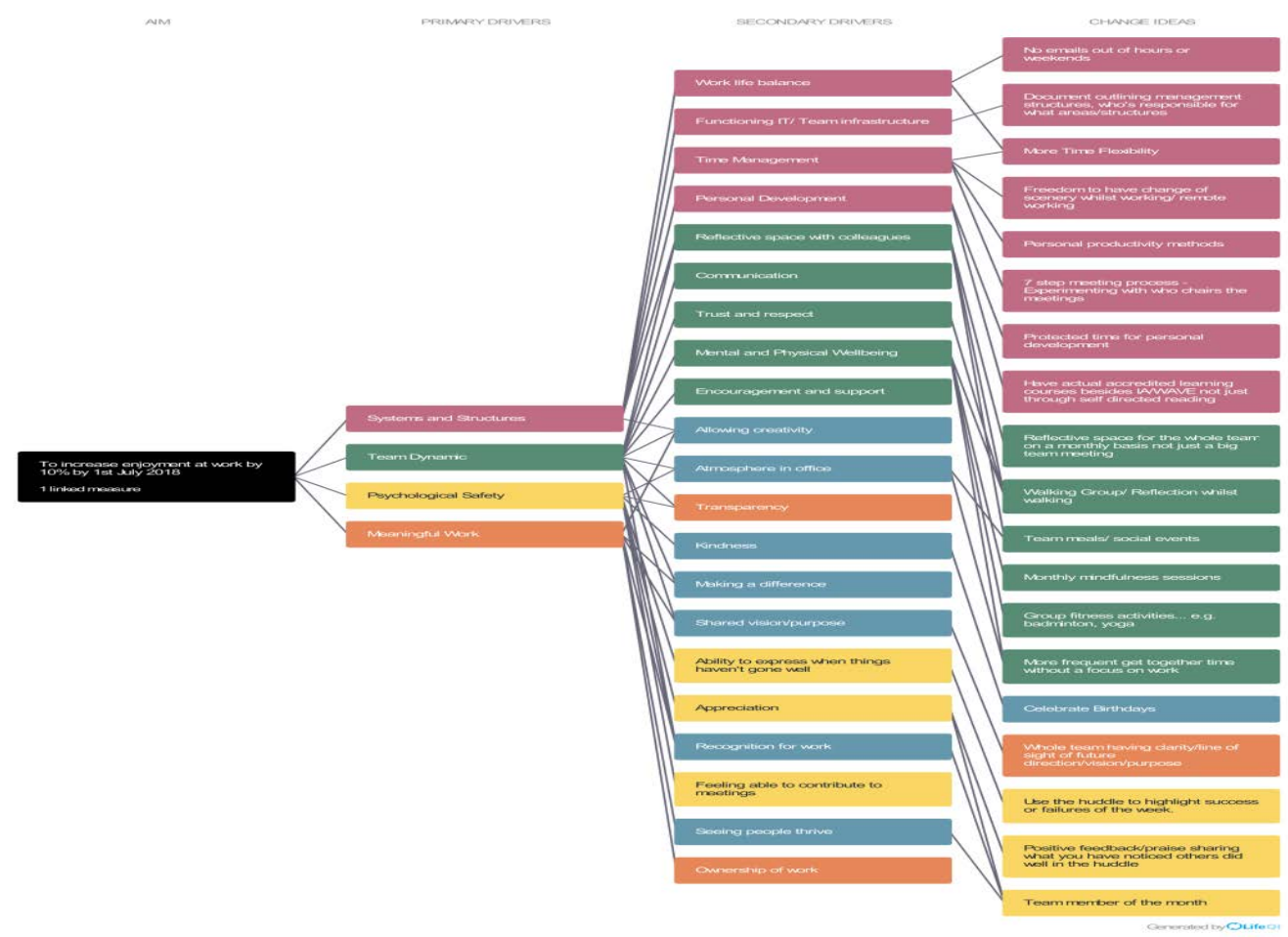
Why is it important to our customers?

As the core Qi team, we have an important role in helping services improve the care they provide. Hence making it more important to add an element of joy in what we do!

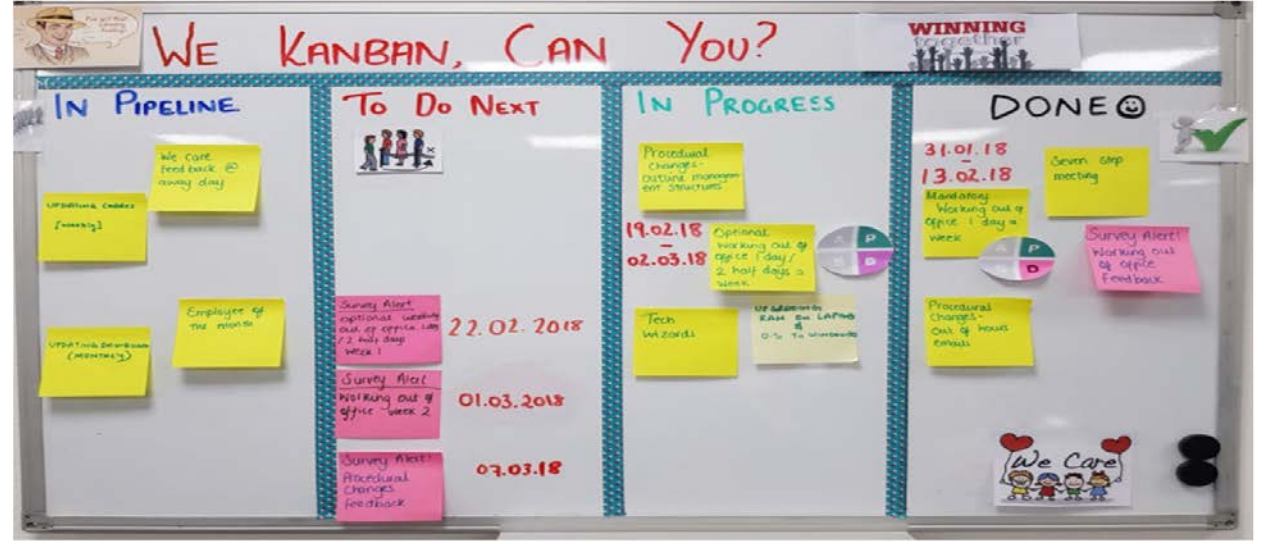
Tests of Change

1. Working away from the office once a week.
2. No emails out of office hours.
3. Seven Step meeting process.
4. Team Tech wizard.
5. Clarifying team management structures.
6. Appreciation box, employee of the month.

Driver diagram



Kanban board



Above: Team Kanban board showing progress of change ideas
Below: Good Day measure chart- % of people having a good day

Learning and what next?

You have to keep the wider team connected and engaged with the work. Important things we've learnt include acting responsively on feedback, being transparent with tests of change and regularly reviewing data.

