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Data & AI

Data Literacy for Quality Management & Continuous Improvement Playbook

Proving an improvement initiative actually worked, not just that quality happened to get better

- Practitioner
- Intermediate
- Template Included

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- 4 minute(s)

Overview

A framework for building data literacy within quality management and continuous improvement teams — before-after comparison rigor, distinguishing genuine improvement from normal process variation, and avoiding common pitfalls in Six Sigma and Lean-style improvement measurement.

Quality management already uses established statistical

methodologies like Six Sigma — isn't rigor already built in? Established methodologies provide a strong framework, but practical application gaps are common — teams sometimes apply the tools mechanically without genuinely internalizing the statistical thinking behind

them, particularly around control chart interpretation and regression to the mean.

What's the most common data literacy gap specifically in

continuous improvement measurement? Attributing a post-initiative improvement entirely to the intervention without accounting for regression to the mean — an improvement initiative often targets a process that was performing unusually poorly, and some natural reversion toward typical performance would occur regardless of the intervention.

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