The **Improvement** team offers the following Quality **Improvement** support to all the staff at CTM



Advice

On improvement methodology, data & measurements, analysing charts and evaluation



Brokering

- Helping people connect with others by networking and providing the links
- Support by giving timely information



Helping to find solutions from within your own resources



Do with

Hands on practical support with the improvement works / projects



Education

- Teaching improvement methodologies at various levels:
- Level 1 (2 hours), Level 2 (1 day) and Level 3 (2 days)



Facilitation

Helping teams use the Improvement tools like process mapping, Brainstorming, Fishbone analysis etc.