

# Trapped by Process Impairment?

Working in a crisis-driven environment  
Wasting time and money  
Using bar graphs  
Finding alleged trends  
Drawing incorrect conclusions from data  
Managing by results  
Working hard without results  
Allowing unclear leadership  
Accepting a territorial work culture  
Making decisions without theory

# Find Freedom with Process Improvement

Commit to process-oriented thinking  
Reduce variation  
Use run and control charts  
Understand management as prediction  
Work smarter for better results  
Choose correct improvement strategies  
Ask better questions  
Make decisions based in improvement theory  
Enjoy fewer meetings  
Embrace true leadership  
Create a learning culture

Paige Hector, LMSW  
520-955-3387  
[paige@paigeahead.com](mailto:paige@paigeahead.com)

Leonard M Gelman, MD, CMD  
[gelmanl@msn.com](mailto:gelmanl@msn.com)