**AGENDA**

**Learning Session #1**

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| DAY 1 |
| TIME | **ACTIVITY** | **PRESENTER** |
| 08:00 – 08:30 | **Registration/Sign In** |  |
| 08:30 – 08:45 | **Welcome** |  |
| 08:45 – 10:00 | **LARC Overview / OVERARCHING – QI Primer including PDSA, Action & Comm. Plan, Teams** |  |
| 10:30 – 11:00 | **Break** |  |
| 11:00 – 01:00 | **DEFINE – Stakeholder Analysis, Process Mapping, Project Outline, Elevator Speech** |  |
| 01:00 – 02:00 | **Lunch** |  |
| 02:00 – 03:00 | **MEASURE & Change Mgmt. including Activity** |  |
| 03:00 – 04:00 | **Review PPT Template/ Presentation Guidelines, Group Work on Presentations** |  |
| DAY 2 |
| 08:00 – 10:00 | **TEAM PRESENTATIONS – 6 Teams (30 minutes each – 15-min presentation & 15 min Q & A)** |  |
| 10:00 – 10:30 | **Break** |  |
| 10:30 – 01:00 | **TEAM PRESENTATIONS Continue** |  |
| 01:00 – 02:00 | **Lunch** |  |
| 02:00 – 02:30 | **CMM Presentation** |  |
| 02:30 – 03:00 | **Mentorship Expectations** |  |
| 03:00 – 03:30 | **Project Management/Critical to Quality/VOC** |  |
| 03:30 – 04:00 | **Wrap-Up Day #2 – “Name that Tool”****Preview Day #3** |  |
| DAY 3 |
| 08:00 – 08:30 | **“Name that Tool”** |  |
| 08:30 – 9:30 | **ANALYZE including Fishbone Activity** |  |
| 09:30 – 10:00 | **Identify greatest challenges in implementing LARC 2.0 over the next 2 months** |  |
| 10:00 – 10:30 | **Break** |  |
| 11:00 – 01:00 | **Review deliverables Assigned Session #1 / Group Action Planning / Baseline Data Collection / Group Work** |  |
| 01:00 – 02:00 | **Lunch** |  |
| 02:00 – 02:30 | **“Name That Tool” & Course Evaluation** |  |
| 02:30 – 03:00 | **Meeting Closure** |  |

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| **Smart Start:** **2-Day On-Site** | **Learning Session #1** |
| **DEFINE / MEASURE****Process Mapping****Brainstorming / Affinity Diagram****Prioritize Opportunities for Improvement (OFIs)*** Impact/Effort Grid

**Project Outline*** Problem Statement
* Scope
* Aim Statement / Metric

**Data Collection Tool/ Plan****Elevator Speech****Action Plan****Communication Plan**  | **OVERARCHING** **Quality Improvement Primer*** Guiding Principles
* MFI
* DMAIC

**Project Mgmt.****Change Mgmt.****Team Formation****DEFINE/MEASURE****Review Smart Start Outputs****Voice of Customer****Critical to Quality****ANALYZE** **5 Whys, Cause & Effect Diagram, Pareto** **Diagram, Spaghetti Diagram** |