

The result of the brainstorming session is a final list of the problems that are reducing the quality of the health center services. The problems identified by the users are

- no appointments in the afternoon
- delays in registration
- incomplete laboratory
- insufficient care in dentistry
- not enough doctors
- not enough material for labs
- broken-down ambulance
- segregation of patients
- long waiting time
- patients feel that they are not treated with respect

Possible Performance Measures

% purity	# of OSHA recordables
% trace metals	# of customer returns
Maintenance costs	Customer complaints
# of emergency jobs	Overtime/total hours worked
lbs. produced	\$/lb. produced
Environmental accidents	Raw material utilization
Material c _{figure 1}	Yield
Overtime costs	Utility cost
# of pump seal failures	ppm water
Viscosity	Color
Cp _k values	Service factor
Safety	Time between turnarounds
Days since last lost-time	Hours worked/employee
% rework or reject	lbs. waste
Hours downtime	Housekeeping score
% uptime	% capacity filled