CQI philosophical elements

- Customer focus
- Data-driven analysis
- Continuing improvement
- Implementer involvement
- Process optimisation
- Solution identification
- Organisational learning
- Multiple causation/
- Systems-as-cause thinking

LDP intervention practices

- Scanning
- Monitoring/evaluation
- Implementing
- Aligning/mobilising
- Organising
- Planning
- Focusing
- Inspiring

Problem-solving

- Operational thinking
- Loop thinking
- Dynamic thinking
- Forest thinking

Systems thinking skills