

TEMPLATE: PROCESS IMPROVEMENT LAUNCH QUESTIONS

USE TO HELP DEFINE AND LAUNCH A PROCESS IMPROVEMENT PROJECT

<p>a. Project Name: <i>Describes the work to be done in a shorthand way that is easy to reference and remember</i></p>	
<p>b. Process: <i>Name or description of the process to be improved</i></p>	
<p>c. Project Purpose: <i>What does the project hope to achieve?</i></p>	
<p>d. Sponsor / Decision-Maker: <i>Provides resources, guidance and commitment to the project</i></p>	
<p>e. Data We Need: <i>Use available data and/or create simple tools to collect needed information (how long it takes, who uses, complaints, comparisons, etc.)</i></p>	
<p>f. Team Members: <i>Participate with fellow group members to identify concerns, generate ideas, recommend solutions, and develop implementation / action plans</i></p>	<p>g. Team Leader: <i>Leads planning and preparation for meetings and coordinates the project</i></p> <p>h. Team Facilitator/Consultant: <i>Partners with group leader to facilitate the team's work and to consult in other areas of need (e.g. data collection, project report) [Optional]</i></p> <p>i. Project Recorder: <i>Coordinates the documentation of the Accelerated Improvement project [Optional]</i></p>
<p>j. Challenges/Problems with current process: <i>(Check all that apply)</i></p> <p> <input type="checkbox"/> Too Costly <input type="checkbox"/> Takes too long <input type="checkbox"/> Other (Describe) <input type="checkbox"/> Too many "hands" <input type="checkbox"/> Missed deadlines <input type="checkbox"/> Too many errors <input type="checkbox"/> Volume of Work </p>	
<p>k. How does this process link to the organization's mission and priorities?</p>	
<p>l. Who would benefit from improvement? How would you know?</p>	
<p>m. What are the needs of those who use the process?</p>	
<p>n. Flowchart/describe current process: <i>Create a pictorial representation showing all of the steps of a process</i></p>	
<p>o. Flowchart ideal process: <i>Draw a picture of how the process would operate in the perfect situation; based on customer feedback</i></p>	
<p>p. Expected products/measures of success: <i>What are the criteria that show the impact of our work? The measures may be quantifiable or qualitative, but they are observable in some way.</i></p>	