



1 SCOPE

- Does the process you are trying to fix during the event have a clear start and end? Is there enough time during the event to tackle the size and complexity of the process. Remember: Small rudders move big ships.
- Likewise, is the project scaled too small and will only make small, trivial changes to process?
- Does your scope look at the complete process or just a portion that will simply put a “Band-Aid on a broken leg”?
- If your solution require you to make substantive changes, have you taken into consideration future changes, other teams working in the collaborative space, or any non-negotiables?

2 THE TEAM

- Do you have the people in the key areas that know the process, can navigate potential pitfalls or stumbling blocks, and understand the need for improvement?
- Do you have the people who have the authority to make change or, at minimum, a direct line to those who can?
- Have you taken into consideration stakeholder involvement and how the “voice of the customer” will be represented in your change process?
- Does your team have a good reputation for change management, are they willing to be change champions, and do they have the availability to devote the time and energy to your project?
- Have you asked that your subject matter experts (SMEs) are either recognized on the team or are available for input?

3 MEASURABLES

- Do you have the informational data to show that change is needed, a process could be improved, or that the reason for your Rapid Improvement Event is backed up with numbers?
- What will success look like; do you have a means by which to measure the outcomes of your project?

4 CLIMATE

- What is the change climate like in your area/office/division/agency?
- Does executive leadership, supervisors, or other leadership back your project and see the need for change in the area you have selected?
- Will management allow for the appropriate authority to make required changes to the process?

5 THE EVENT

- Have you checked calendars to ensure that the team is all available for the times/days allotted, ensuring full commitment and not “I’ll add it to/work it into my agenda” scheduling?
- Do you have the required space to fit your team comfortably and the resources available for the work (paper, pens, whiteboard, audio/visuals)?
- Have you reached out to your SMEs to ensure their schedules allow for questions?

6 FOLLOW-UP

- Do you have your plan for follow up and has it been communicated/distributed?
- Do you have your timeframe for follow-up on the schedules of your team members, stakeholders, or SMEs?
- How will you evaluate your measurables and present them to leadership?