

CHANGE MANAGEMENT 101: REVIEWING YOUR IMPROVEMENT IMPLEMENTATION PLAN

One of the ways a manager is likely to be asked to support a change initiative is by implementing improvements to processes or procedures. An improvement implementation plan sets out the actions required for this to become a reality. It should be created once a potential improvement has been identified and a solution has been decided upon. Use this checklist to ensure that all the key elements of a successful improvement implementation plan have been captured.

Using this checklist

- Using the table below, answer each of the **key questions** by placing a 'yes' or 'no' in the adjacent column.
- For any questions that you answer 'no' to, make some **notes** about how you are going to address the gap in the improvement plan.
- We have used the first question as an example of how the questionnaire should be completed.

Key Questions	Y/N	Notes
<i>Has a specific objective been set for the improvement initiative?</i> Objectives should describe what the improvement activity will achieve, i.e. the desired outcome	No	A reduction of 7% in the error rate should be targeted.
<i>Has a specific objective been set for the improvement initiative?</i> Objectives should describe what the improvement activity will achieve, i.e the desired outcome		
<i>Has a set of clearly defined actions that will achieve the improvement desired been identified?</i> Each action required should be listed.		
<i>Have success measures been identified for each action?</i> Success measures should indicate the relative success, or degree of completion, of each action e.g. reduction of x %, completion of a specific task.		
<i>Have deadlines been set for each action?</i> Dates for the completion of each action should be agreed at the outset of the improvement plan.		
<i>Has responsibility been assigned for the achievement of each action?</i> The person identified will be responsible for the completion of the action, though not necessarily for carrying out the actions themselves.		

<i>Have the people resources required for each action been identified and agreed?</i> People resources may include the number of people required, and the skills, knowledge and behaviour requirements.		
<i>Have the physical resources required for each action identified and agreed?</i> Physical resources may include equipment, work areas, etc.		
<i>Have the financial resources for each action been identified and agreed?</i> The financial costs of implementing the solution should be quantified e.g. cost of training, purchasing items, management time etc.		
<i>Has a date been set for reviewing progress?</i> The progress of the improvement plan should be reviewed on a regular basis.		