

## Go/No-Go Checklist For Rapid Improvement Events

*This checklist covers the major elements that are necessary to get a Lean Rapid Improvement Event (RIE) set up for success.*

### 1. SCOPE: Is the Project's Charter complete and is the scope appropriately sized?

- Is the Project scoped well, or is the scope too large to achieve success? (*Don't try to boil the ocean.*)
- Is the Project scoped well, or is the scope so small that success will not be transformational? (*Don't spend this kind of time and energy unless you can achieve significant results -- at least 50% improvement.*)
- Are you improving a complete "system", rather than simply putting band aids on parts of the process?
- Are there any information/decisions made about future plans, "sacred cows," and/or past or potential problems that the Project Team needs to understand to be fully empowered to implement change?

### 2. PEOPLE: Are the right people on the team?

- Do you have people from all the areas of the process on the Project Team?
- Do you have the horsepower needed to make critical decisions on the team?
- Do you included customers as part of the improvement process; or have you surveyed and discussed the event with process users, so the "voice of the customer" is well-represented?
- Have you included thoughtful, good organizational thinkers with little or no knowledge of the process to provide a fresh perspective ("fresh eyes") to the Project Team?
- Are the team members effective, well respected, knowledgeable people?

### 3. DATA AND OTHER INFORMATION: Are the necessary data and information to ensure and measure success available?

- Is there baseline data (*such as monthly, yearly volumes; number of FTE's assigned to the process; time; error rates*) available for current lead time, cycle time, and other process performance measures?
- If there was a data gathering plan developed, has that information been collected and is it available to the Project Team?

### 4. READINESS TO IMPROVE: Is the organization ready to immediately implement significant improvements and changes?

- Are there decisions that need to be made by the Sponsor Coalition (or others in management) before the Project Team can implement changes?
- Is there a strong mandate to do things differently?
- Does the Project Team understand that is responsible to consider the people side of change, in addition to designing an improved process?

### 5. PRIORITY: Is the Event a top priority of the organization?

- Is the entire Project Team committed and scheduled to spend the full week focused on the event?
- Are the same adequate-sized large room and breakout rooms available for the entire week?
- Is the Team Leader committed to change, available all week and able to put in the time before, during and after the event to ensure success?
- Are subject matter experts able to be on "stand-by" to support the team as needed?
- Is the Sponsor (and his/her Sponsor Coalition) committed to implementing the results, and available to help remove barriers during the course of the Event week?

### 6. UNDERSTANDING AND COMMITMENT: Is there a common understanding of, and commitment to, the Rapid Improvement Event approach?

- Is there an understanding within the organization that the team is not just making recommendations, but rather will make decisions in consultation with the Sponsor Coalition management the week, so that changes will begin to be implemented immediately?
- Are all affect parts of the organization (managers, front-line employees, etc.) aware of the Rapid Improvement Event and understand that there will be significant changes coming?
- Is there a commitment to designing and implementing the best solution and improvements for the customer by using data, Lean tools and the Lean approach?

*(Note: much of this material is borrowed from our Lean colleagues within Ohio's state government)*