



7 Key Ingredients for Successful Improvement

1. Maintain communication

A project's success depends on how well team members communicate what they are doing, not only among themselves, but also to their sponsor (WM) and anyone else likely to be affected by or interested in the activity. Communication fosters cooperation and commitment to change.

2. Link actions to Chapter's priorities

Any team will have a greater chance of success if they make it clear to everyone how what they are doing will benefit the chapter.

3. Bite off what you can chew

Focus on easy changes you can do yourself or are in your direct control. Focus on changes that can be made quickly and cheaply. Projects over 3 months should be broken into smaller phases.

4. Fix obvious problems

Caution: Assess what is the worst thing that could happen if you make the change and it doesn't work. How easily can it be un-done. Just Do It!

5. Look Upstream

Most problems are only symptoms of other problems buried upstream in the process. Look for real causes and fix the cause; not the symptom.

6. Document and discuss progress and problems.

Helps everyone understand what is working and why. Will gain commitment.

7. Monitor changes: publicize and celebrate successes

Review key progress and successes. Without celebration of the milestones, the journey can begin to feel overwhelming.