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| **Project Name:** |
|  |
| **Project Lead:** |
|  |
|  | **Task** | **To be completed by** | **Completed** |
|  | Select area for improvement |  |  |
|  | Create (SMART) aim statement |  |  |
|  | Confirm project lead and team |  |  |
|  | Complete driver diagram |  |  |
|  | Identify key metrics |  |  |
|  | Complete measurement plan (including agreeing key ‘reason for variation’ codes) |  |  |
|  | Illustrate variation in Y - run chart |  |  |
|  | Map stakeholders |  |  |
|  | Develop communications plan |  |  |
|  | Capture the voice of the people who use and deliver our services |  |  |
|  | Walk and observe the process or pathway |  |  |
|  | Maintain log key issues and opportunities |  |  |
|  | Map the pathway and process |  |  |
|  | Hold an issue and opportunity validation meeting |  |  |
|  | Implement quick wins / Plan, do, study, act (PDSAs) |  |  |
|  | Identify and validate root causes for variation |  |  |
|  | Implement PDSAs designed to reduce variation |  |  |
|  | Develop “to be” process map |  |  |
|  | Identify actions to sustain change |  |  |
|  | Agree governance for monitoring pathway |  |  |
|  | Document, present and share project learning and results |  |  |
|  | Celebrate success and thank key people |  |  |