Process Redesign Methodology

Manage the Project		
Process Redesign Management		
Program Management		
Project Management		Understanding Process Redesign Projects
Quality Assurance		

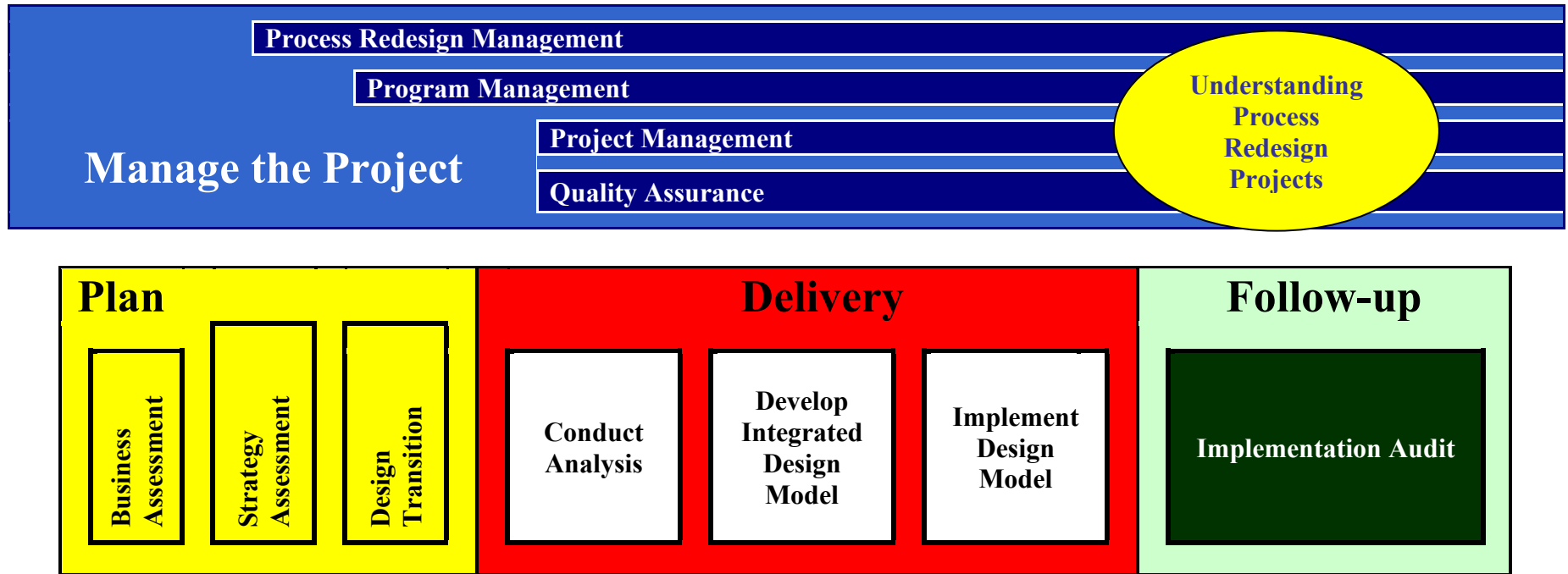| Plan			Delivery			Follow-up
Business Assessment	Strategy Assessment	Design Transition	Conduct Analysis	Develop Integrated Design Model	Implement Design Model	Implementation Audit

UNDERSTANDING PROCESS REDESIGN METHODOLOGY

The Process Redesign Methodology is a framework for implementing change within an organization. This document provides an outline for Process Redesign Projects. The methodology is concentrated around for key Components:

1. Manage the Project
2. Plan the Project
3. Delivery of the Project, and
4. Follow-up.

Each of the four Components will be examined more closely in this document, and by clicking on the heading you will be brought to the place in the document that highlights specific features for that Component.

The Infinity Group

MANAGE THE PROJECT

The Manage the Project Component provides the framework for managing the project and leading change within the process. It also establishes features that can be used to assist in guiding the project through the other three components of the Methodology. There are several identifiable benefits in establishing this for all Process Redesign Projects:

- Establishes leadership, sponsorship and ownership of the process change
- Provides check points within the project
- Sets and manages expectations
- Identifies a beginning and ending to the project
- Ensures complete "buy-in" from all involved parties
- Helps ensure an effective implementation of the Process Model

The Manage the Project Component is composed of 4 other sub-components: Process Redesign Management, Program Management, Project Management, and Quality Assurance. For a project to be successful it is necessary for all four of sub-components to work in synch with one another.

Process Redesign Management: Before you can begin a project you must identify what it is you want to change, and then what are the desired results. The right programs and projects need to be defined, and the client must be willing, able, and motivated to make the necessary changes.

Program Management: In order to ensure maximum benefit from a project it is necessary that all related concurrent projects communicate with one another. Program Management provides the continuous direction for multiple projects, and assists with planning the work, setting priorities, assigning responsibilities, and determining timetables. It is best having a leader within the area of change to hold this position.

Project Management: This component focuses on producing specific deliverables, such as process improvement projects. It provides discipline by managing project scope, effort/commitment, risk and schedule. It is here that team members will be identified, and time commitments will be established. Development of the Project Plan is an important process; the following items should be identified during this process:

1. Establish Roles and Expectations - document all project roles, including stakeholders (confirm responsibilities, goals and expectations.
2. Develop Project Work Plan and Estimates - effort, resources, cost
3. Establish Project Risk Management Plan - identify potential risk and solutions

4. Define Resources Required - get team leaders involved in the project planning. Define team organization structure, schedule the work, and refine the project needs for human resources and critical resources (i.e. Vtels)
5. Define timeline - identify milestones, recognize project dependencies
6. Document Assumptions
7. Establish Project Standards, Procedures and Training Materials
8. Orient and Train Team members

Quality Assurance: Ensures that the project is consistent with the methodology established within this document.

The blue items within the Detailed Project Plan section of this document represent tasks that fall within the Managing the Project Component of the Methodology.

PLAN THE PROJECT

The Plan the Project Component provides the parameters for the project. It is during this phase the objectives for the initial design project takes shape.

The Plan the Project Component is composed of 3 dependent sub-components:

Business Assessment: The Steering Committee will confirm the Sub-processes within the enterprise-wide process being examined. It is important that Steering Committee understand the Sponsor's Goals and Expectations, and the strategic context and intent. Once this is completed, the group will identify Sub-process improvement opportunities, and provide recommendations for creating improvements. Establish Project Parameters.

Strategy Assessment: Confirm the process Measurement Methods (MMs) align with the client's Effectiveness Areas and Measurement Methods. Develop Business Unit strategy.

Design Transition: Finalize the scope of the Design Phase. Outline communication plan, identify team members and build Project Management features.

DELIVERY OF THE PROJECT

The Delivery Component of the Process Redesign Methodology is composed of three sub-components:

Conduct Analysis: This segment describes the tasks used to gather the information for the design of the Model. These tasks include determining, planning and conducting requirements gathering sessions, creating the required documents, and delivering information to Sponsors. Information can be gathered via several methods, including: observations, focus groups, interviews, and workshops.

Develop Integrated Design Model: This segment describes the tasks used to actually design the Model that will be implemented. These tasks include: brainstorming sessions via Virtual meeting, identifying features of the model, identifying Measurement Methods, designing and distributing templates. As part of the segment, all of these items are formally documented.

Implement Design Model: This segment describes the tasks used to implement the Model. These tasks include: finalizing and then implementing Measurement Methods, creating standard educational tools, educating staff, managing stakeholder goals and expectations, and planning Model improvements.

FOLLOW-UP

The Follow-up Component is in place to ensure that the Model designed during the Delivery of the Project was successfully implemented. This Component brings together the three other components - Manage the Project, Plan the Project, Delivery of the Project. It helps ensure the model designed meets the requirements set forth during the Planning of the Project, and the project was effectively managed (Manage the Project). An Implementation Audit is a useful means to measure success and ensure the Model has been implemented.

A process should be in place to communicate possible changes and enhancements to the model. A single owner and/or group need to be identified as the keeper of the document.

The
Infinity
Group

Detailed Project Plan

<table>
<tr><td colspan="5" align="center">PLAN THE PROJECT</td></tr>
<tr>
<td>Timeline</td>
<td>Work Plan Activities</td>
<td>Who</td>
<td>Referring Document Sample</td>
<td>Notes</td>
</tr>
<tr><td colspan="5" align="center">Business Assessment - Prior to Steering Committee Meeting</td></tr>
<tr>
<td>2 - 3 Weeks Prior to desired meeting date</td>
<td>Identify members of Steering Committee</td>
<td>Executive Sponsor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 - 3 Weeks Prior to desired meeting date</td>
<td>Schedule Project Kick-off Meeting with members of Steering Committee</td>
<td>Executive Sponsor / Steering Committee</td>
<td></td>
<td>Conduct "live/in person" all day Steering Committee Meeting</td>
</tr>
<tr><td colspan="5" align="center">Business Assessment - Steering Committee Meeting</td></tr>
<tr>
<td></td>
<td>Establish project parameters; including but not limited to scope, timeline, work-plan, and deliverables. Confirm the key steps in this process design project.</td>
<td>Steering Committee</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Confirm the Sub-processes within the Enterprise-wide process being examined</td>
<td>Steering Committee</td>
<td></td>
<td>Identify, review, and confirm all major sub-processes included within the process</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MMs for the Process. The four MMs confirmed for the Process were mapped backed to corporate MMs and EAs to ensure alignment. An inventory of specific outcomes to monitor each Process MM was completed.</td>
</tr>
</table>

The Infinity Group

PLAN THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Business and Strategy Assessment - Steering Committee Meeting			
	Determine Sub-process Level of Contribution to MM Achievement	Steering Committee		The Steering Committee reviewed the confirmed set of 21 the Process Cycle sub-processes and considered the following question for each sub-process: If the sub-process was designed "ideally" and highly functional, would the sub-process have a significant, moderate, or nominal impact on achievement of each of the 4 MMs? With each Steering Committee member voting on each sub-process, (5 votes = significant MM impact, 3 votes = moderate MM impact, and 1 vote = nominal MM impact), the Steering Committee identified 11 sub-processes that would have significant impact on multiple MMs if the sub-process were designed and functional at optimal levels.
	Determine Sub-process Improvement Opportunities	Steering Committee		Referring to the list of 11 sub-processes that, if designed and functioning optimally, significantly contribute to MM achievement, the Steering Committee considered the following question: Based on

PLAN THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Business and Strategy Assessment - Steering Committee Meeting			
				your knowledge and understanding of the actual design and functionality of the sub-process (es). Which of the 11 sub-processes have significant, moderate, or nominal opportunity for improvement? With each Steering Committee member voting on each of the 11 sub-processes having the greatest impact on the MMs, (5 votes = significant improvement opportunity, 3 votes = moderate improvement opportunity, and 1 vote = nominal improvement opportunity), the Steering Committee determined processes having significant, moderate, or nominal improvement opportunity for the client
	Design Transition- Steering Committee Meeting			
	Confirm Priorities for Sub-process Assessment to Confirm Project Design Priorities and identify next steps	Steering Committee		

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
Conduct Analysis -Pre-Assessment Planning				
2 Weeks prior to Site Visits / Assessment	Identify all individuals that should be interviewed and involved in focus group meetings	Assessment Team		Included Senior Management, Middle Management, End Users, and Technical Staff
1.5 Weeks prior to Site Visits / Assessment	Schedule meetings and focus groups	Steering Committee Members / Assessment Team		Schedule 1 to 1.5-hour meetings with Senior and Middle Management, and 2 to 2.5-hour focus group sessions with End Users and Technical Staff. Leave 1 to 2 days / site open for organizing and documenting findings
Conduct Analysis - Assessment Phase				
4 Weeks	Conduct Assessments in each site	Assessment Team		Spend 2 to 3 days in each site and use off days for documentation
Conduct Analysis - Assessment Wrap-Up				
1 Week Post Assessment	Conduct Technical Assessment based on initial findings from Assessment Team (via interviews and focus groups)	Technical Assessment Team		Validate findings or dispute findings from Interviews and Focus Group meetings.
1-2 Weeks Post Complete Assessment	Present findings with next step recommendations to Steering Committee.	Assessment Team / Steering Committee		Schedule a 4-hour Virtual meeting. Steering Committee validates findings, discusses recommendations and agrees on next steps - design.

The Infinity Group

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - Pre-Project Planning			
2 Weeks prior to Kick off	Identify Project's Executive Sponsors			Establish a 4 day / week project
2 Weeks prior to Kick off	Identify Project Manager/Facilitator			
2 Weeks prior to Kick off	Identify Core and Remote Team Members	Regional PFS Directors		Provide complete listing of team members with contact information
1 to 2 Weeks Prior to Kick off	Create Project Scope and Objectives; establish Design Principles, defined Roles and Responsibilities	Executive Sponsors and Project Manager / Facilitator	Document P.P. 1	
1 Week prior to Kick off	Create weekly status calls between Executive Sponsors and Project Manager/Facilitator	Executive Sponsors and Project Manager / Facilitator		Calls Monday morning work best, able to address any outstanding issues early in the week
2 Weeks prior to Kick off	Establish Virtual meeting Schedule for entire length of project	Executive Sponsors and Project Manager / Facilitator		Except for Week 1, it is best to establish Virtual meeting for Monday afternoon and Thursday morning (2 - 3 hours, see schedule). For Week 1, set up Virtual meetings for Monday morning (3 hours) and Wednesday afternoon.
1 Week prior to Kick off	Adjust Revenue Cycle Process Improvement Methodology and Agenda to meet project specific requirements	Project Manager / Facilitator	Document 5	
1 Week prior to Kick off	Create Project Orientation / Kick off Presentation	Project Manager / Facilitator	Document P.O. 1	

The Infinity Group

Prior to Kick off	Once team members have been identified and Project Scope defined, remote teams send current process flows and/or improvement projects, ideas, and changes related to process or design of the project to the Project Manager/Facilitator			

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - Kick Off Meeting			

Week 1 Day 1 3 Hours	**Design Team Orientation - Kick-Off Virtual meeting**
	- Review Project Background & Overview
	- Review Scope and Objectives
	- Structure of Project:
	  - Communication/Rules/Facilitation/Minutes - One member of Core Team will construct and distribute email to all members of the Remote Teams.
	  - Bi-weekly Virtual meetings
	- Confirm roles and responsibilities
	- Establish 'common vernacular" for the project. Especially how it is related to the Project Scope.
	- Establish weekly schedule for taking minutes at Virtual meeting. Assign a different region for each week
	- Q & A
		All regions: Core and Remote Teams, Executive Sponsors, Project Manager / Facilitator	Document P.O. 1
			
			Document 1.3-page 4
				Be clear about time commitment. Develop a 'common vernacular' amongst all regions.
				Virtual meetings should be used as working and brain storming sessions. Do not use Virtual meetings for status updates.
				
				Minutes must be completed and distributed with in 24 hours of Virtual meeting

The Infinity Group

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - Week 1			
Day 2	Each team establishes weekly schedule according to established time commitments. Schedules should consider Virtual meeting times, and teams should meet one hour prior to each scheduled Virtual meeting.	Core Team Remote Teams		Facilitator must ensure that the project remains within the identified project scope.
	Core Team establishes project email schedule. Assign a team member for each day of the week, and that person will be responsible for all email and deliverable distributions to Remote Team members.	Core Team		Communication is vital to the success of all projects. The Core Team is responsible for communicating project accomplishments and required action items on a daily basis. All action items will have a required response time All deliverables will be distributed via the core team
	Each team sets agenda of the following day's task to ensure weekly agenda goals are accomplished.	Core Team Remote Teams		
	Review current-state observations, findings and process flows within individual groups (Core Team members look at all processes of Remote areas).	Core Team Remote Teams		
	All regions gather current Measurement Methods that are directly linked to the process or elements being examined and designed.	Core Team Remote Teams	Document 1.3 Pages 25 -31	
	Conduct regionally based brainstorming sessions that identify elements that have a direct impact on the process or features being examined with the project.	Project Manager / Facilitator Core and Remote Teams		Facilitator must ensure that the project remains within the identified project scope

The Infinity Group

	DELIVERY OF THE PROJECT			
Timeline	***Work Plan Activities***	***Who***	***Referring Document Sample***	***Notes***
	Develop Integrated Design Model - Week 1			
	Identify the affects on the elements, form the brainstorming session, have on the process and/or elements.	Core Team Remote Teams		
	Create a template and distribute to remote teams highlighting the findings from the core team's brainstorming session and affects on process.	Project Manager / Facilitator	Document 1.1	Core Team member sends out email with created template and agenda for Virtual meeting
	Create Agenda for Virtual meeting	Project Manager / Facilitator, Core Team		
	Review and prepare to make contributions in next Virtual meeting (provide changes and or additions to template)	Remote Teams		
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished
Day 3	Virtual meeting (3 hours)			It is best to go from region to region when conducting Virtual meeting
1.5 hours	Discuss previous day's template and make necessary changes (additions and subtractions) as deemed fit by entire design team.	Project Manager / Facilitator, Core Team		
1.5 hours	Conduct design team wide brainstorming session that identifies the causes for problems that may exist within the current process. -Who owns the process where the cause of the problem exists -What are possible recommendations/solutions to problems	Project Manager / Facilitator, Core Team Remote Teams	Document 1.2	
	Review Virtual meeting and create action items	Project Manager / Facilitator, Core Team		

The Infinity Group

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - Week 1			
	Make corrections to all documentation and distribute to all design team members and get confirmation/approval for changes	Project Manager / Facilitator		Core Team member sends out email with corrected template and a list of action items
	Create a template that places the elements that were first brainstormed on day 2 of Week 1, and then changed in the Virtual meeting to a template that the regions can use to map to Key Process Areas identified for the project.	Project Manager / Facilitator	Document 1.3 Pages 5 - 6	Core Team member sends out email with template first thing on the morning of Day 4
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished
Day 4	For each region, map elements to Key Process Areas.	Core Team Remote Teams	Document 1.3 Pages 5-6 (example)	Complete template and email back to Project Manager / Facilitator
	For each region, map elements to Key Process Positions.	Core Team Remote Teams	Document 1.3 Pages 7-8 (example)	Complete template and email back to Project Manager / Facilitator
	Create Agenda for Virtual meeting	Project Manager / Facilitator, Core Team		The Core Team communicates via email the daily accomplishments, required action items, completed documentation, and Virtual meeting Agenda
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished
Day 5	Gather all templates from the week and creates appropriate deliverable.	Facilitator	Document 1.3	Distribute to all members of the Design Team

The Infinity Group

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
Develop Integrated Design Model - Week 2				
Day 1	*Virtual meeting (3 hours)*			
	Conduct brainstorming session to identify Key Design Features for the process/model being designed.	Project Manager / Facilitator, Core Team Remote Teams		Facilitator must ensure that the project remains within the identified project scope.
	Identify which areas/sub-processes will be affected by each of the identified features.	Project Manager / Facilitator, Core Team Remote Teams		
	Combine "like features" and eliminate duplicate features	Project Manager / Facilitator, Core Team Remote Teams		
	Conduct a Project Scope check to confirm all features fall within the project's scope, objectives, and design principles.	Project Manager / Facilitator		
	Post Virtual meeting Session			
	Review previous week's work	Core Team		
	Conduct an initial overview of Key Features identified in Virtual meeting session.	Core Team		
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished
	Design Template for Key Design Features and sub-process affected by each of the identified features	Project Manager / Facilitator	Document 2.3	The Core Team communicates via email the daily accomplishments, required action items, completed documentation, and Virtual meeting Agenda

The Infinity Group

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - Week 2			
	Design Template and Rank identified features that fall outside scope of project, but have a positive impact on what is being delivered	Project Manager / Facilitator, Core Team Remote Teams	Document 2.2	Prioritize features for future projects
Day 2	Review Key Features Document	Project Manager / Facilitator, Core Team Remote Teams		Review for accuracy and email to Project Manager / Facilitator
	Divide up Key Features, and distribute to each region for action - Definitions - need to define - Scripting - need to script appropriate dialogue - Protocol - design appropriate procedures	Project Manager / Facilitator, Core Team	Document 2.4	The Core Team communicates via email the action items and parameters for the Key Design Features. Depending on the number of features, allow 3-4 to complete.
	Establish parameters of design (scripting and defining)	Project Manager / Facilitator, Core Team Remote Teams		
	Work on conceptual process design and model	Project Manager / Facilitator, Core Team Remote Teams		
Day 3	Continue working on conceptual process design and model	Project Manager / Facilitator, Core Team Remote Teams		
	Identify auditing tools for the process and model. Identify elements important to success of model	Project Manager / Facilitator, Core Team		
	Create a document that identifies auditing process and features	Project Manager / Facilitator	Document 2.11 And Document 2.12	

	Confirm following day's agenda Create Agenda for Virtual meeting	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - Week 2			
Day 4	Virtual meeting Session (2-3 Hours)			
	Each region presents design process and model for identified features. Discuss and make necessary changes	Project Manager / Facilitator, Core Team Remote Teams	Document 2.4	
	Discuss document that was distributed regarding Measurement Methods (Audit Form) and its features.	Project Manager / Facilitator, Core Team Remote Teams	Document A1	
	Post Virtual meeting Session			
	Based on discussion and information obtained from Virtual meeting establish standard Measures.	Project Manager / Facilitator, Core Team	Document A1	
	Continue working on conceptual process design and model	Project Manager / Facilitator, Core Team Remote Teams		
	Prepare for project status update meeting with Steering Committee.	Project Manager / Facilitator	Document - Revenue Cycle…Steering Committee Update	This provides the design team the opportunity to confirm that the project is moving in the right direction
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - Week 3			
Day 1	*Steering Committee Virtual meeting (2 Hours)*			Ensures the project is within scope and moving in the right direction.
	Debrief Team on Steering Committee Virtual meeting	Project Manager / Facilitator, Core Team Remote Teams		
	Complete Conceptual Process of design and model Modify conceptual changes bases on Steering Committee feedback	Project Manager / Facilitator, Core Team Remote Teams		
	Begin detailed process and model design	Project Manager / Facilitator, Core Team Remote Teams		Distribute the design features to each of the regions. The core team is not responsible for creating the entire model. Each region has equal responsibility to create/design the model.
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished
	Create Agenda for Virtual meeting	Project Manager / Facilitator, Core Team		The Core Team communicates via email the daily accomplishments, required action items, completed documentation, and Virtual meeting Agenda
Day 2	*Virtual meeting Session (2 Hours)*			
	Get feedback on all forms distributed since last Virtual meeting	Project Manager / Facilitator, Core Team Remote Teams		

The Infinity Group

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - *Week 3*			
	Begin to present detailed process and model design	Project Manager / Facilitator, Core Team Remote Teams		
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished
	Post Virtual meeting Session			
	Continue working on detailed process and model design	Project Manager / Facilitator, Core Team Remote Teams		
Day 3	Continue working on detailed process and model design	Project Manager / Facilitator, Core Team Remote Teams		
	Begin thinking about Gap Analysis	Project Manager / Facilitator, Core Team Remote Teams		
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished
	Create Agenda for Virtual meeting	Project Manager / Facilitator, Core Team		The Core Team communicates via email the daily accomplishments, required action items, completed documentation, and Virtual meeting Agenda

The Infinity Group

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	*Referring Document Sample*	Notes
	Develop Integrated Design Model - Week 3			
Day 4	*Virtual meeting Session (2 Hours)*			
	Present detailed process and model design	Project Manager / Facilitator, Core Team Remote Teams		
	Post Virtual meeting			
	Based on discussion and information obtained from Virtual meeting making necessary changes to Design/Model.	Project Manager / Facilitator, Core Team		
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - Week 4			
Day 1	Identify Measurement Methods - Where necessary create new Measuring Tools - Gather examples of Tools	Executive Sponsor Project Manager / Facilitator		
	Continue Working on Design/Model	Core Team Remote Teams		The elements identified as key features for your model should be the basis for the Model being designed.
	All regions send the days activities to Project Manager / Facilitator. Project Manager will create a single document and distribute to Team for review and discussion for following day's Virtual meeting.	Project Manager / Facilitator, Core Team Remote Team		
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished
	Create Agenda for Virtual meeting	Project Manager / Facilitator, Core Team		The Core Team communicates via email the daily accomplishments, required action items, completed documentation, and Virtual meeting Agenda
Day 2	Prior to the Virtual meeting review all the information that was created throughout the regions and be prepared to discuss in Virtual meeting	Core Team Remote Teams		Plan on meeting an hour before every Virtual meeting
	Final Virtual meeting Session (4 hours)			
	Each region presents design features that they have been working on. Discuss and make necessary changes	Project Manager / Facilitator, Core Team Remote Teams		
	Post Virtual meeting Session			

The Infinity Group

	Based on discussion and information obtained from Virtual meeting making necessary changes to Design/Model.	Project Manager / Facilitator, Core Team		

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - Week 4			
Day 2	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished
Day 3	Complete Design/Model	Project Manager / Facilitator, Core Team Remote Team	Document 2.4, 3.1 and 4.1	
	Conduct Gap Analysis between desired features and actual model.	Project Manager / Facilitator, Core Team	Document 5.1	In conducting the Gap Analysis begin with the document created during brainstorming sessions that identify elements that have a direct impact on the process or features being examined with the project. It is important that your model meets address the areas identified as issues.
	Regional Gap Analysis - Each region is to do a Gap Analysis between existing and new process/design model Have regions identify what will change in current process to get the model to work effectively.	Project Manager / Facilitator, Core Team Remote Teams		
	Based on discussion and information obtained from Virtual meeting making necessary changes to Design/Model.	Project Manager / Facilitator, Core Team		
	Confirm following day's agenda	Core Team Remote Teams		Document agenda and be committed to staying until all tasks are accomplished
Day 4	Continue working on Gap Analysis; add/improve the Design/Model to address any short coming that were identified from the Gap Analysis	Project Manager / Facilitator, Core Team		

The Infinity Group

	Create prototype/template of Design/Model that may be used by each region during implementation	Project Manager / Facilitator, Core Team	Document	

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Develop Integrated Design Model - Design Wrap Up			

Day 1	Send email out to entire Design Team asking for feedback on the project. Asking:
	  a. What worked well?
	  b. What could have been better?
	  c. Were you properly debriefed on the details of the project?
	  d. What would you like to see done differently for the next project?
	  e. Any other Comments?
		Project Manager / Facilitator		

Day 1 - 2	Design Implementation Plan
	Include the following elements:
	  a. Timeline
	  b. Approach
	  c. Identifying Driving force
	  d. Identify who has ownership of Implementation
	  e. Defined Check Points during Implementation
	  f. Accountability
		Project Manager / Facilitator	Document IP 1	"Buy off" from the Steering Committee will be required prior to beginning Implementation.

Day 3 - 4	Continue preparing final deliverable
	  a. Create Executive Summary
	  b. "Clean Up" deliverable and Prototype
		Project Manager / Facilitator		

Two Days prior to Final Day	Provide Mini Review to Executive Sponsors	Project Manager / Facilitator		
Final Day	Present final deliverable (findings, model, and prototype) to Steering Committee	Project Manager / Facilitator		

The Infinity Group

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
Implement Design Model - *Pre-Implementation Week 1*				
Day 1 - 3	Do updates and changes to the design model as identified by the Steering Committee	Project Manager / Facilitator		
Day 1 - 3	Identify Implementation Leads for each Region. These people will be responsible for implementing the Model or Process created	Project Manager / Facilitator Steering Committee Members		When Identifying the leads, it is important to select people that are familiar with the model being implemented. Choose members from the Design Team. These people should have the authority to make decisions and implement change.
Day 1 - 3	Create Project Plan that will meet the objectives and dates set forth by the Steering Committee	Project Manager / Facilitator		Set realistic dates and if tasks are dependent of one another be sure to set that up appropriately.
Day 4	Meet or Talk with each of the Implementation Leads and discuss project direction and timeline.	Project Manager / Facilitator		

The Infinity Group

DELIVERY OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Implement Design Model - Implementation of Measurement Methods Week 2- 5			
Day 1 - 3	Finalize Measurement Methods that will be used to track project progress	Project Manager / Facilitator		
Day 2 - 4	Create Corporate-wide Standard Educational tools that will be used to educate staff on Process Model	Project Manager / Facilitator		It is important to create a standard educational tool. This will ensure that the same information is being distributed to everyone. It is not necessary to dictate how the information is distributed, but more importantly to ensure what information is being passed along
Day 5 - 8	Educate managers and senior staff members on the established Measurement Methods	Project Manager / Facilitator Implementation Leads		These are the people who will be responsible for "tracking and enforcing" the established Measurement Methods; and educating staff on Methods and Model
Day 9 -20	Educate staff on the established Measurement Methods	Project Manager / Facilitator Implementation Leads		

The Infinity Group

FOLLOW-UP OF THE PROJECT

Timeline	Work Plan Activities	Who	Referring Document Sample	Notes
	Follow-up - Implementation Audit			