

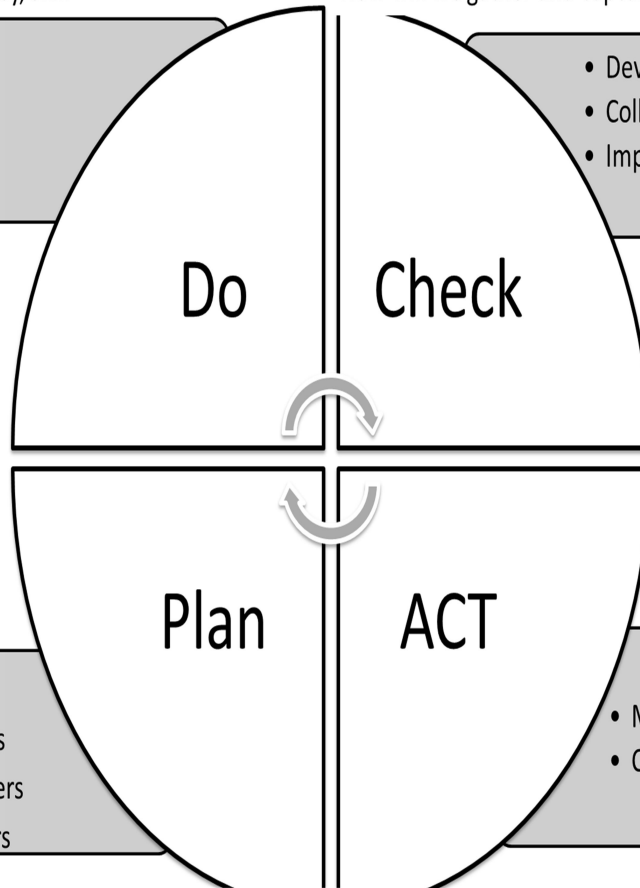


What resources will we need?
People, Time, Money, Skill

- Find Owners
- Keep Score
- Prioritize

What key questions do we need to ask and answer?
How will we gather and capture the data?

- Develop Review
- Collect Data
- Improve Plan



- Customer Needs
- Determine Drivers
- Define Indicators

- Monitor Progress
- Corrective Action

What is a low cost, low investment, low risk way to try out a solution?
What can we do by when? What will we learn?

How will we know success and for whom?
What are the new measures of success?