

## EXPLORE



## ENGAGE



## EXAMINE



## EXECUTE



## ENSURE EXCELLENCE



You've got an idea. Information-gathering and discussion happens in these stages, and you may consider using a [PDSA](#).

Does this call for a formal proposal? Decide here.

Use this stage to develop and carry out an [action plan](#).

Now it's time to ensure excellence. Follow these steps:

### Ask:

- How do you know there is a problem?
- Whose work is impacted?
- What is the opportunity, and how does it connect to our strategic plan?
- Why are we doing this? What problem are we solving? What are we trying to accomplish?
- What is the end game?
- Are we ready? Is the timing right for this?
- Have we brainstormed solutions?

 **Time for a [PDSA](#)?**


### Ask:

- Who is impacted and has the energy to participate in this idea?
- What do others think/feel about this?
- What do opposing viewpoints say?
- Who are the partners and champions for this?
- Is there momentum to move this forward? Is this a priority for my team or for others who would be impacted?
- What level of attention will this require?

Does this idea potentially impact more than one department? If so, start a **formal proposal**. If not, talk with your leader about moving it without a formal proposal.

### Ask:

- Why is this happening the way it is?
- What are the financial impacts of a change?
- What are your recommendations for implementing change? How will you measure success?
- What other considerations exist? Think about risks, safety, data, human resources, public perception, grants/fundraising, and board and federal guidelines here.

 **Stop here for yes or no decision, either by leader or council/committee.**

- Develop an action plan, clarifying project description, team members, goals, timelines, boundaries, risks, and resource requirements.
- Communicate to others, sharing the plan and the vision. Update frequently.
- Develop training tools, and train as needed.
- Ensure employees have opportunities to be involved, that problems are addressed, and that successful steps are celebrated.

After the plan is in place, evaluate its effectiveness.

- Determine whether measures are being met.
- Hold accountability for performance and compliance.
- Evaluate participants' experience.
- Determine whether purpose remains clear.
- Provide support and training as needed.
- Improve and adjust as needed.
- Maintain.