

Focus the system
on a common
quality agenda

Catalyze
Spread

Build
Evidence &
Knowledge

Broker
Improvement

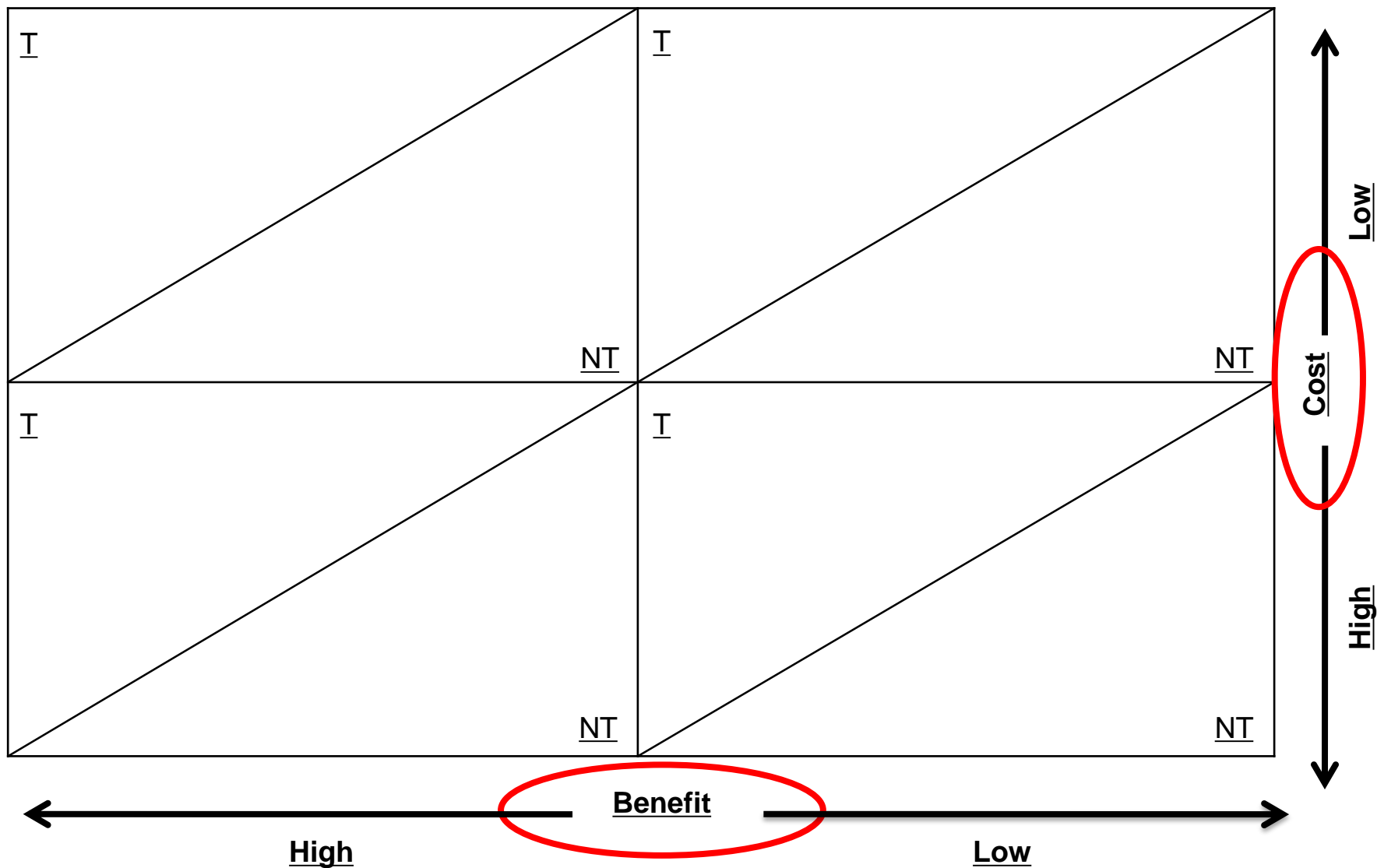
Evaluate
Progress

Benefit & Cost Matrix

Follow-Up to Process Mapping: Cost-Benefit Analysis

<p>What Is It?</p>	<p>A tool to list and prioritize your issues and their solutions</p>	<p>Why use it?</p>	<p>Not enough time or money to implement all solutions at once</p> <p>Prioritize changes that are relatively easy to implement and have more potential impact</p>
<p>When to use?</p>	<p>Whenever several issues must be tackled at once</p> <p>Following process mapping and 5 Why Analysis</p>	<p>Material required</p>	<p>Flipchart Marker Cost-Benefit sheet</p>

Prioritizing Issues Using A Cost-Benefit Sheet



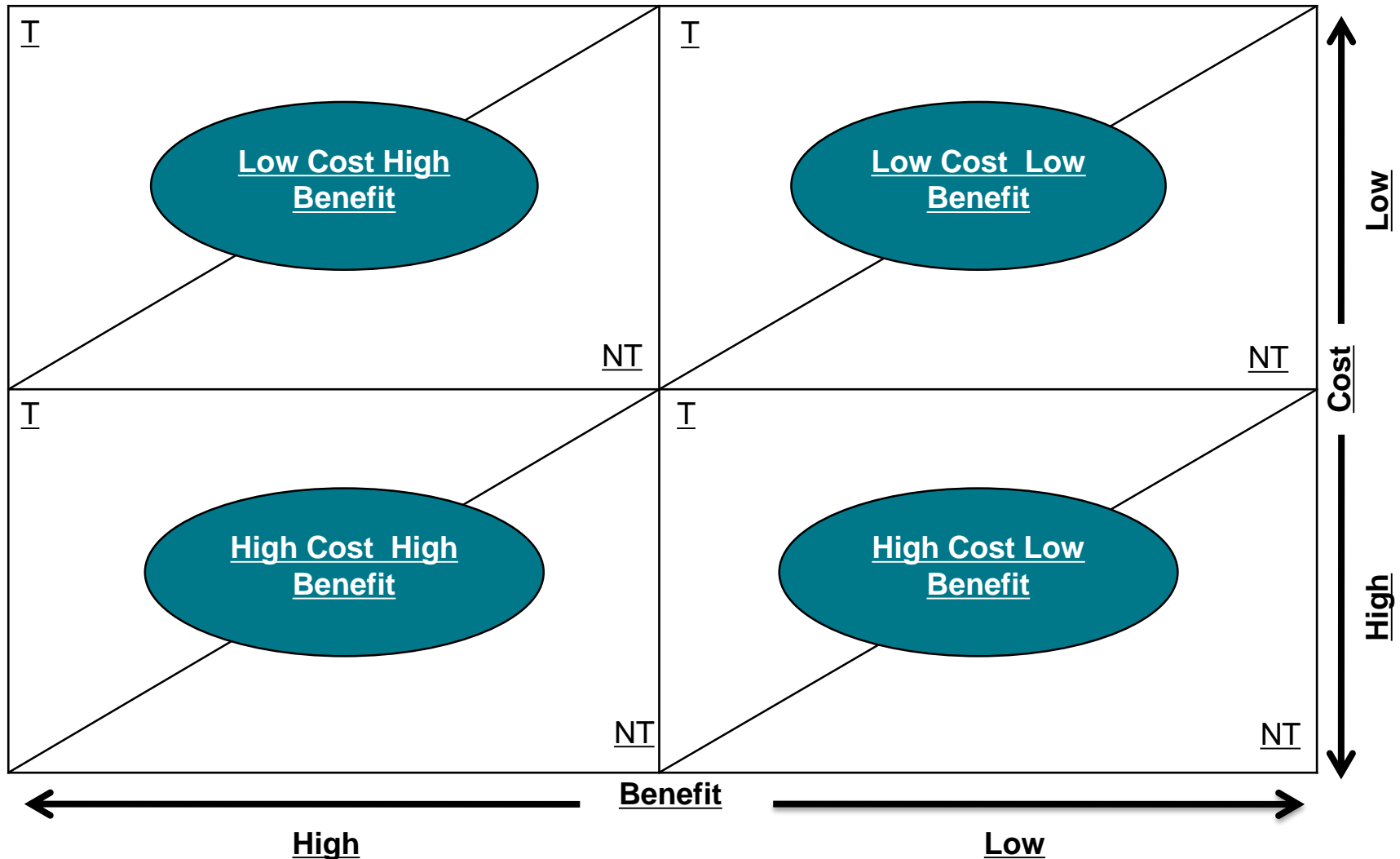
Prioritizing Issues Using A Cost-Benefit Sheet

Step 1: Create a large copy of the cost-benefit worksheet, or make a larger version on a white board or flip chart paper

Make a copy of all of the 'issue' or 'problem' post-it notes created during future state mapping. Consider using 'action' post-it notes as they relate to an opportunity or root cause of the problem

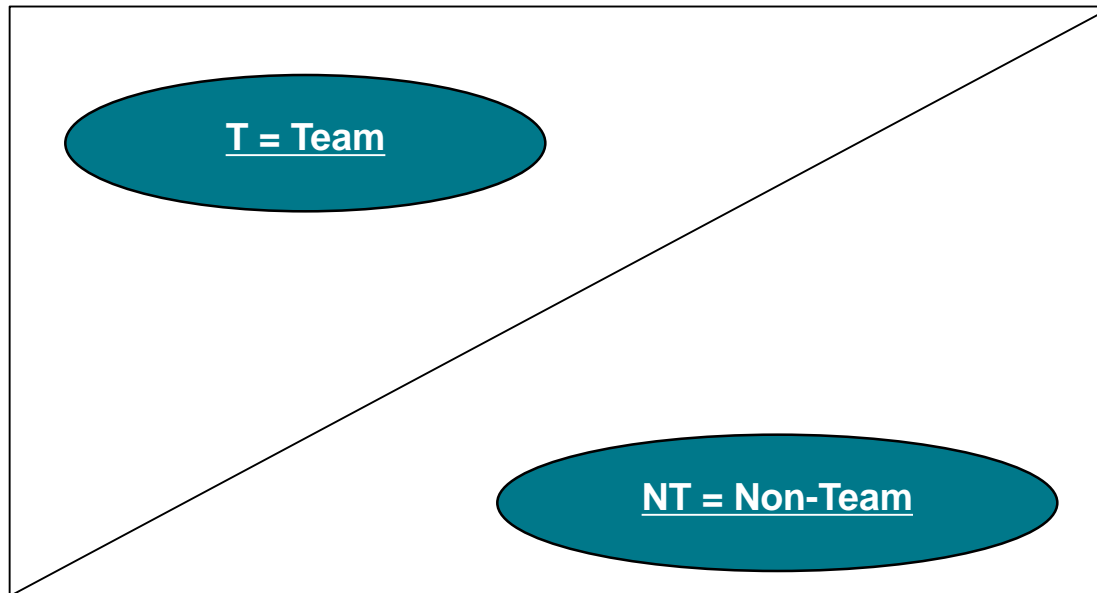
Step 2: Place each post-it note onto the flip chart according to their relative cost to solve the issue and perceived benefit

Prioritizing Issues Using A Cost-Benefit Sheet



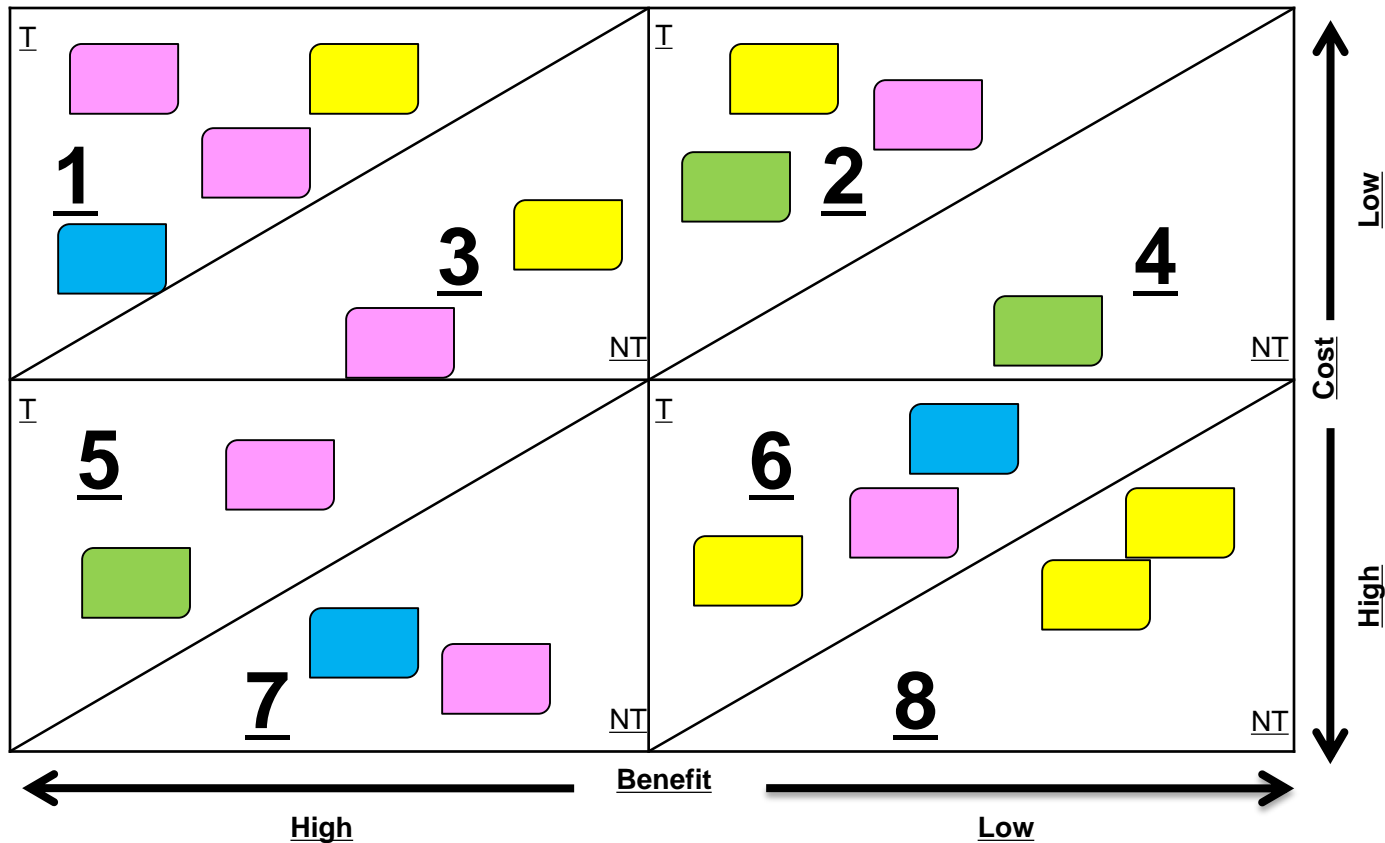
Prioritizing Issues Using A Cost-Benefit Sheet

Step 3: Determine which issues can be solved by the team and which issues require additional and outside support



Step 4: Place each post-it note onto the flip chart according to their relative cost to solve the issue and perceived benefit

Prioritizing Issues Using A Cost-Benefit Sheet



Tips For Using the Module Action Planner

1. Feel free to draw out your own sheet on a flipchart paper or make the Module Action Planner on a big sheet of paper.
2. Look at your list of issues from the cost-benefit analysis to ensure it is complete and nothing has been missed
3. Always fill the 'who' column and the deadline
4. Keep the sheet displayed in an area where everyone has access to it
5. Get the 'responsible' person to fill in the status column as the status changes
6. For each problem, fill in the circle of quadrants. Start in the top left and work your way clockwise. One quadrant each for four status steps.
7. Act on actions for the biggest problems with the highest likelihood of resolution
8. Keep the list updated on a weekly basis. Update regularly (standard work)
9. Be creative - Use it for planning everyday unit functions and not just in the 'project related' matters.



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