| **Project Step** | **Responsibility** | **Date Planned** | **Date Complete** |
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| 1. Establish appropriate Spans of Control and Limits of Authority for every position and aspect of organizational performance
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| 1. Ensure each system is monitored via “Timely View to the Processes”
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| * 1. Identify Leading Key Performance Indicators
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| * 1. Identify Trigger points
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| * 1. Outline the appropriate responses to key triggers
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| 1. Develop Training Strategy and Process
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| * 1. Utilize the strategy maps, process flowcharts, and any procedures, manuals, plans, and policies as well as other materials to conduct a DACUM to form the basis for Training Checklists
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| * 1. Develop the Essential Elements of Training (just enough – more formalized materials will be created to codify the final procedures during the Sustaining Phase)
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| 1. Broadly roll out training throughout the organization. Utilize the SMEs and others integral in the design of the process as trainers
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| * 1. Conduct Principles and Systems training to lay the foundation of solid understanding throughout the organization
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| * 1. Analyze gaps between Training Checklists and individual performance to develop Individual Development Plans
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| * 1. Implement Structured On the Job training to conduct targeted training as necessary to fill the gaps and build support – just in time and just enough
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| 1. Continue to engage the Management Action Teams (MAT) created during Focusing to monitor, mentor, and support the growing skills
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| * 1. Establish consistent managerial norms regarding “Logical Consequences”
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| * 1. Ensure ongoing engagement, involvement, and awareness of leaders in the fledgling processes, procedures, and the nascent culture growing within the organization
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| * 1. Reinforce behaviors and demonstration of excellence, address lapses as they emerge through intervention
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