| **Project Step** | **Responsibility** | **Date Planned** | **Date Complete** |
| --- | --- | --- | --- |
| 1. Establish regular and ongoing evaluations customer and key stakeholder requirements and satisfaction |  |  |  |
| 1. Implement process for regular verification and alignment department and individual goals to drive delivery of the organization’s value proposition |  |  |  |
| 1. Documentation of policies and procedures to include regular review and revision |  |  |  |
| * 1. Prioritization of documentation requirements |  |  |  |
| * 1. Ongoing procedural review |  |  |  |
| * 1. Ready access to documentation |  |  |  |
| * 1. Effective change notification process |  |  |  |
| 1. Evaluate lines of communications – revise as needed |  |  |  |
| 1. Ensure an ongoing and holistic view to the process |  |  |  |
| * 1. Implementation of “Balanced Scorecard” reporting |  |  |  |
| * 1. Implementation of “Dashboard” technology to automate the view to the proves |  |  |  |
| 1. Establish / codify vendor and supplier review and feedback processes |  |  |  |
| 1. Introduction and implementation of LSS Concepts: |  |  |  |
| * 1. Implementation of 5S |  |  |  |
| * 1. Implement Visual Management |  |  |  |
| * 1. Conducting Value Stream Mapping |  |  |  |
| 1. Ensure managers and leaders maintain the cascading lines of communication within their areas and managing according to a climate of “logical consequences” |  |  |  |