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