

KickSTART

Next Steps

Now you have it in your hands, you have a bunch of excited people, a handful of quick wins to bash out and clear direction on which processes will give you the biggest bang for your buck, the things that really do need to be tackled.

So what do you do now?

Well, this isn't a course on project management; there are plenty of people who are far better at that than I am. But there is a sin you should know about. It is a sin to wait

Delay always breeds danger ~ Miguel De Cervantes

Be quick on the uptake, start to run now

For your quick wins start the next day. Agree a project lead and work through each problem statement to define it, be very clear on actions and responsibilities and set up 60 and 90 day reviews with the sponsor so you can be sure that momentum is maintained.

The larger projects are more difficult, but you have a clear issue to go and work with. There is really only one question to be answered at this stage:

Does your sponsor believe that there is a problem to be fixed?

It would be a foolish person who backed away from the feedback that was given in the session, so if your sponsor doesn't agree that the issue needs fixing, then I am afraid there is little more that can be done to persuade them.

If on the other (more positive) hand he does, then you should run a process improvement session. This is outside of the scope of this programme, but here are a couple of links which will talk you through how to do it:

<http://www.squidoo.com/serviceimprovement-workshop>

http://www.ehow.com/how_8477653_conduct-process-management-bpm-workshops.html

<http://www.ispi.org/pdf/gotResults/07Smith.pdf>

<http://lssacademy.com/2008/02/24/lets-create-a-current-state-value-stream-map/>

If you have enjoyed this and found it useful I thoroughly recommend "The GE Work-Out" by David Ulrich. You can find out more by following the link on the web site.

Good luck

One final request, if you have any feedback how this could be made better please let me know by [e-mailing me](#)