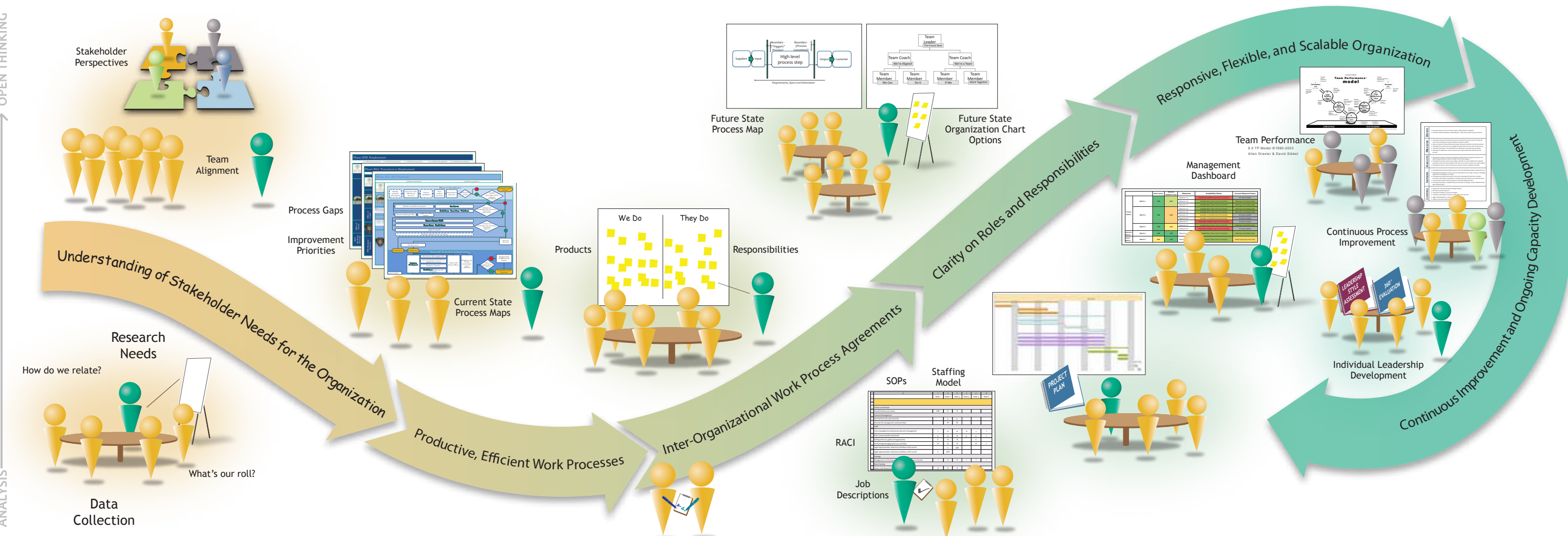


Defining the Organization

Designing Processes and Roles

Implementing and Sustaining



| Defining the Organization's Role | Setting a Contextual Vision | Optimizing Processes | Establishing the Organization's Boundaries | Designing the Organization | Refining the Details | Planning for Change | Managing the Change | Building Capacity |
|--|--|--|--|--|--|---|---|---|
| Stakeholder expectations of functions, products, and services defines the organization's role. | A contextual vision relates the organization to other entities and sets goals for major functions. | Lean Six Sigma tools optimize processes to efficiently achieve functional goals. | Defined interfaces with outside entities for each process establishes the organization's boundary. | Evaluating the redundancy, flexibility, and scalability of design options optimizes the organization's responsiveness. | Defined standards for systems and procedures provide consistent guidance for ongoing activities. | Detailed transition plans assure that process implementation does not disrupt functional outputs. | Active project management keeps pilot and implementation projects on track. | Ongoing training and development renews and builds organizational capacity. |