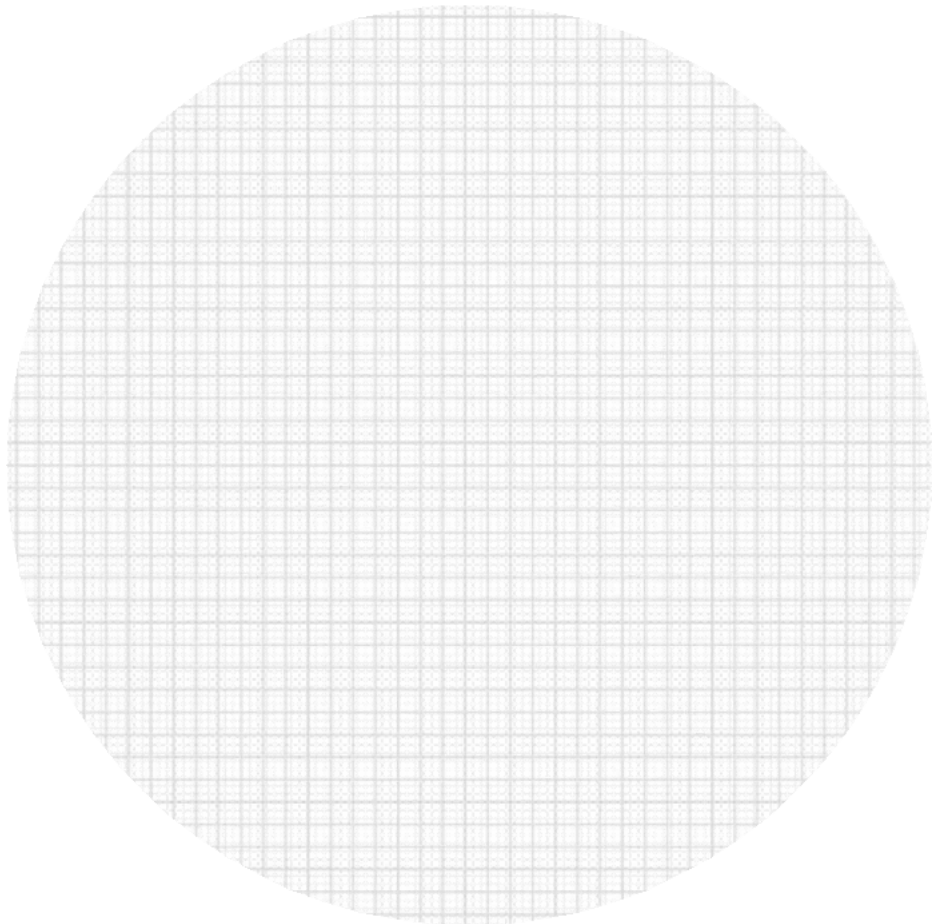




Sustainability Planning Worksheet



Sustainability Planning Worksheet

This worksheet offers five areas (which conveniently spell MOCHA) for your team to consider when planning for the long-term sustainability of your improvement effort. Use the questions below to help you plan for success.

Areas for Consideration	Notes
<p>Measurement</p> <ul style="list-style-type: none"> • What will we continue to measure? • What will we stop measuring? • What will we do if we see a negative signal (i.e., special cause variation)? 	
<p>Ownership</p> <ul style="list-style-type: none"> • Who will own the new standard work? <ul style="list-style-type: none"> ○ Is he or she engaged and onboard with the improvement? 	
<p>Communication and Training</p> <ul style="list-style-type: none"> • How will we communicate about the change and who will be the messengers? • How will we support individuals in the new “right way”? • What type of training will we use? 	
<p>Hardwiring the Change</p> <ul style="list-style-type: none"> • How will we make it hard to do the wrong thing and easy to do the right thing? <ul style="list-style-type: none"> ○ Can we reduce reliance on human memory? • How will we standardize? <ul style="list-style-type: none"> ○ Do we need new documentation and resources? 	
<p>Assessment of Workload</p> <ul style="list-style-type: none"> • Are our changes increasing the overall workload to the system? <ul style="list-style-type: none"> ○ If so, how can we decrease the workload? ○ If not, how will we communicate about what is changing and not changing? 	