

Goal: Operate the Business on Day 1 with no Disruption

Objectives	Tasks and Deliverables
<ul style="list-style-type: none"> ▪ Identify Day 1 Issues and ensure they are covered before Day 1 	<ul style="list-style-type: none"> ▪ Created Day 1 list of issues ▪ Issues list used to drive changes to the project plan and to create cultural change direction
<ul style="list-style-type: none"> ▪ Get the right people in the right positions at the right time 	<ul style="list-style-type: none"> ▪ Staffing Plan ▪ Organization Structure discussions and recommendations
<ul style="list-style-type: none"> ▪ Define job proficiency guidelines and ensure people have demonstrated their mastery of job requirements before Day 1 	<ul style="list-style-type: none"> ▪ Proficiency guidelines ▪ Hiring assessment criteria
<ul style="list-style-type: none"> ▪ Define job requirements and ensure the job descriptions are created to make hiring decisions and set employee expectations 	<ul style="list-style-type: none"> ▪ Job descriptions specifying job requirements and proficiency guidelines as the beginning of rigorously managing employee and process performance
<ul style="list-style-type: none"> ▪ Establish Day 1 metrics and achieve required level of performance before Day 1 	<ul style="list-style-type: none"> ▪ Track and report key metrics ▪ Introduce discipline of measuring ▪ Introduce discipline of using metrics to diagnose and resolve process and performance related issues
<ul style="list-style-type: none"> ▪ Identify Day 1 people/cultural issues and recommend specific tools and actions to address the issues. Focus attention on establishing behavioral consequences, positive and negative. 	<ul style="list-style-type: none"> ▪ Talking points documents designed to convey messages tailored to discuss and provide follow-up relating to new behaviors (i.e. focus on process measures and proactive process analysis) ▪ Communicate successes to broader audience – through Project One communications successes to recognize and reinforce desired behaviors (providing a positive consequence for desired behavior) ▪ Communicate progress on Day 1 metrics thereby reinforcing the focus on metrics and process consistency across plants
<ul style="list-style-type: none"> ▪ Create a Shared Vision of how Client will operate in the future thereby building confidence that the management team supports the project and that it will succeed 	<ul style="list-style-type: none"> ▪ Structured communication plan designed to anticipate timing and content of messaging over the balance of the project ▪ Developed presentations tailored to the information needs and unique characteristics of different audiences ▪ Coached presenters on message delivery ▪ Used team effectiveness assessment to measure team understanding and received good scores on understanding of the business imperative for Project One. ▪ Administer Change Readiness assessment to measure broader audience understanding and acceptance of the change 6 months prior to implementation
<ul style="list-style-type: none"> ▪ Implement processes of the future to manage pace and volume of change and ensure key processes are running smoothly before system implementation 	<ul style="list-style-type: none"> ▪ Increased focus on identifying upstream causes of customer issues and advanced awareness of potential issues that would impact on time delivery ▪ Weekly review process that accelerates awareness. This awareness allows the organization to respond quickly and increases the likelihood of being able to meet customer delivery dates