



The Art and Science of Managing Well

## Process Triage



Map of How Things  
Really Work

Pain Points Identified  
and Prioritized

Projects Outlined for  
Further Investigation

## Quickly Identify the Best Improvement Opportunities

Improve Core Process Capabiltiy in 90-Days

Increase Cross-Functional Teamwork and  
Cooperation

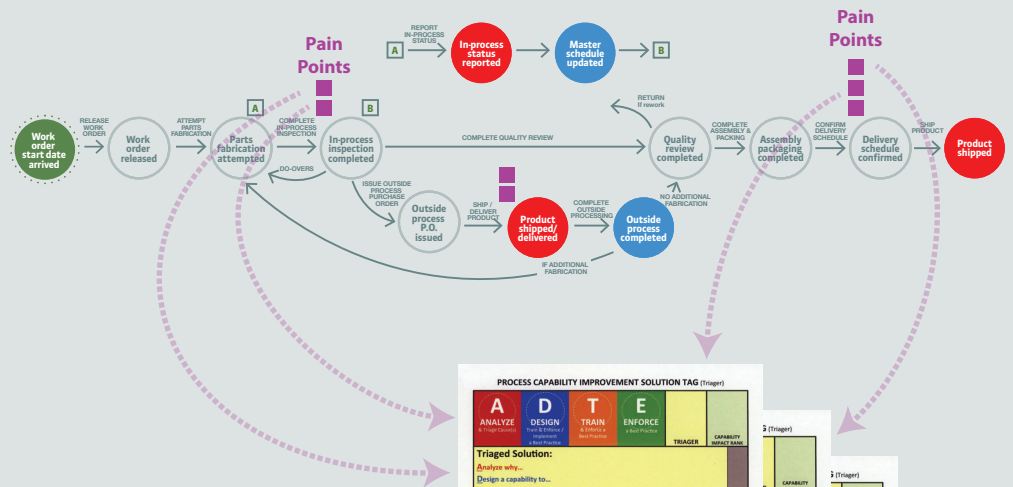
- Prioritized list of projects, based on impact to the company
- Individuals see the big picture and how they contribute
- All improvements have a strategic fit
- No-nonsnese team building
- One day triage event, 90 days of focused improvement

Dave Nave & Associates  
206.200.4840  
Renton, WA  
[www.davenave.com](http://www.davenave.com)



# Get a Grip on Your Organization

## Action-Results Map

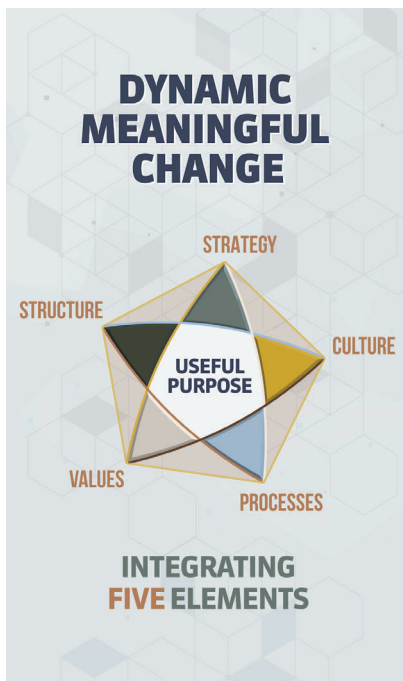


## Pain Point Outline

PROCESS CAPABILITY IMPROVEMENT SOLUTION TAG (Trigger)

<b>A</b> ANALYZE + Investigate	<b>D</b> DESIGN + Plan & Prepare	<b>T</b> TRAIN & ENFORCE + Educate & Reinforce	<b>E</b> ENFORCE + Reinforce	TRIGGER	CAPABILITY IMPACT RANK
<b>Triaged Solution:</b> Analyze why... Design a capability to... Train (who to what)... Enforce (what)... Underline the appropriate phrase and complete the solution statement.				3 (Trigger)	3 (Trigger)
<b>Big Now™</b> + 100% + 100% + 100% + 100%		<b>Small Now™</b> + 100% + 100% + 100% + 100%		Trigger Team	Trigger Team
<b>Pain Point</b> Copy the Pain Point into completely. Add tags, link pain points on master data.		<b>Action #</b>		low™	low™
<b>Metric?</b>		<b>We'll need?</b>		low™	low™
<b>Implementation Planner Notes (host)</b>					
Proposed Assignee:		Not Yet™		WIP Work-In-Progress	
Tag #		Bundle with #'s:		By Date:	
Tag #		Bundle with #'s:		By Date:	
Tag #		Bundle with #'s:		By Date:	

Business Process Made  
Visible  
Tangible  
Indispensable



## Activity Prioritization

RANK	TYPE	DESCRIPTION
1	PROJECT	<b>DESIGN &amp; IMPLEMENT</b> a more efficient procedure for planning and scheduling so that overtime is not required to make scheduled due date
2	PROJECT	<b>ANALYZE</b> why unrealistic scheduling results in start dates being missed 80% of time; triage causes(s)
3	TASK	<b>TRAIN &amp; ENFORCE</b> the procedure for communicating that Fabrication won't hit the deadline
4	PROJECT	<b>DESIGN &amp; IMPLEMENT</b> a capability to accommodate for indeterminate start dates
5	TASK	<b>ENFORCE</b> getting Quality Control stamps on job folder