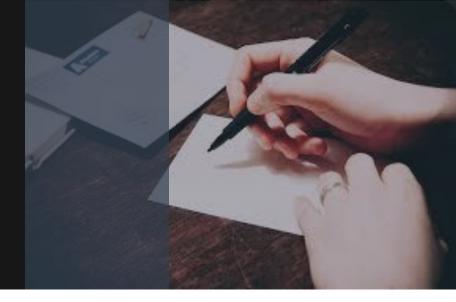# PILOT IMPLEMENTATION

TOPIC: IMPLEMENTATION

STEPS TO IMPLEMENT PILOT

1. **CREATE A PILOT PLAN**
2. **ENSURE STRONG LEADERSHIP SUPPORT**
3. **COMMUNICATE THE PLAN TO KEY STAKEHOLDERS**
4. **TRAIN THE PILOT GROUP**
5. **IMPLEMENT THE PILOT**
6. **COLLECT AND ANALYZE FEEDBACK**
7. **DIAGNOSE GAPS AND REVISE SOLUTIONS**
8. **IMPLEMENT THE SOLUTIONS**

PILOTING TIPS

- **MAKE CAREFUL OBSERVATION OF ALL ACTIVITIES, EFFECTS, AND INTERACTIONS DURING PILOT**
- **ACTIVELY MANAGE YOUR IMPLEMENTATION PLAN. MANAGE EXPECTATIONS AND PERCEPTIONS OF CUSTOMERS, MANAGEMENT, EMPLOYEES**
- **CONTINUE THE PILOT LONG ENOUGH TO ESTABLISH RELIABLE BASELINE PERFORMANCE DATA**
- **CELEBRATE SUCCESS**
- **COMMUNICATE SMALL VICTORIES**
- **IMPROVE THE ACTIONS IF THE PILOT DEMONSTRATES WEAKNESSES**
- **OFTEN THE PILOT WILL UNCOVER ADDITIONAL OPPORTUNITIES FOR IMPROVEMENT**