Notes:

Pilot Study

Key Learning Points

1. Describe the importance of a Pilot Study.
2. Explain how to develop a Pilot Study.
3. Utilize Pilot Studies in improvement projects.

What is a Pilot Study?

A pilot study (or test) is a test of all or part of a proposed solution on a small scale in order to better understand its effects and to learn how to make the full-scale implementation more effective.

Test Isolated Elements of A Solution

If your solution has many components, a Pilot Study allows you to test different elements of it in different parts of the business to evaluate performance and determine any conflicts with existing applications.

Test Complete Solutions

If you have developed a new process flow, you may test some components, but to measure the full impact of the solution, you will need to evaluate the entire system.

Test Solutions for Robustness

A Pilot Study allows you to test your solution and see how it performs in adverse conditions.

Pilot Study

When: January 1, 2017 - April 20, 2017

Scope: All Vendor Contracts

Process: Unofficial vendor-contract execution process (pending finalization through P&Ps) was communicated to the members of the Compliance Committee directly and further disseminated by the Contracts Department through Email.

Results:

- Baseline 36% (16/45) of vendor contracts in central repository
  - Pilot: 80% (12/15) of 2017 vendor contracts in central repository
- Baseline: 25% (3/12) of appropriately executed BAAs with vendors
  - Pilot: 67% (2/3) of appropriately executed BAAs with vendors
- Baseline: 67% (2/3) of appropriately executed BAAs in central repository
  - Pilot: 100% (2/2) of appropriately executed BAAs in central repository
- Baseline: 33% (19/57) overall central repository aggregation
  - Pilot: 83% (14/17) overall central repository aggregation

Steps to Complete a Pilot Study

1. Note the project name and who the project leaders are.
2. Describe the purpose of the pilot study and what conditions and performance levels would be considered a pilot success.
3. Determine the pilot study metrics and analysis. Include:
   a. Metric Name
   b. Data Source
   c. Baseline Performance
   d. Target Result for Pilot Study
   e. Statistical Analysis to Perform
4. Create a detailed description of the changes to be tested.
5. Describe how data will be collected during the pilot.
6. Acknowledge “noise” factors that may be present and how these will be handled.
7. Describe potential risks that need to be considered and how they will be addressed.

Notes:

8. List Pilot Study Responsibilities.
9. List any training necessary for those who will be involved in the pilot study. Be sure to consider any new or changed process steps, as well as data collection activities which will occur during the study.
10. Create training documentation including procedures, manuals, etc.
11. Determine resources or support people that will be required during the pilot study.
12. Define whether they are required on a full-time basis, as needed, or on-call basis.
13. Define how they will be contacted if needed.
14. Determine any key materials or supplies that will be required during the pilot study. Be sure to include forms, equipment, hardware, software, etc.
15. Select the primary point of contact in case problems arise. Be sure to have 24 hour coverage if the pilot runs 24 hours a day.
16. Determine the start date for the pilot.
17. Determine the stop date for the pilot.

Guidelines for Successful Pilots

Ensure strong leadership from top management.

- Be clearly committed.
- Possess an understanding of the new solution.
- Assist in the selection of the steering committee.
- Gain union support and representation (if applicable).

Select a steering committee.

- Appoint a project leader (to work full-time as the liaison between the pilot area and management).
- Provide resources.
- Conduct periodic reviews.
- Include associates from the pilot area.

Conduct briefings.

- Conduct for management, steering committee, and project team.
- Ensure management and teams have ready access to all necessary material/ publications/videos, etc.

Notes:

Thoroughly plan the pilot.

- Complete the risk assessment for the pilot.
- Formulate a plan.
- Complete a data-collection plan.

Communicate the strategy to affected employees.

- Get management approval.
- Conduct associate briefings.
- Explain team participation.
- Present cost/benefit analysis.

Train associates.

- Include all affected workers.
- Check for associate understanding.
- Answer associate concerns.
- Review pilot plan (may need to be modified).

Monitor pilot implementation.

- Record observations.
- Ensure feedback of results to associates, steering committee, project team, management.

Analyze the results of the pilot.

- Use appropriate statistics.

Debrief/make necessary changes after the pilot.

- Record findings in writing.
- Note problems encountered and lessons learned.
- Document benefits.
- Make formal presentation.

Extend to other areas.

- Select new project.
- Identify new project leaders and team members.
- Consider running parallel implementation strategies.

Notes:

When Should A Pilot Study Be Used?

It is almost always worth the extra effort to complete a pilot study.

Consider doing a pilot when:

- The scope of the design is large
- The improvements could cause far reaching, unintended consequences
- Implementing the change would be costly
- The change could be difficult to reverse

Pitfalls to Avoid

- The improvement team should be involved.
- Make sure the full range of inputs and process conditions are tested.
- Collect data on the process as well as on external factors.
- Identify potential trouble spots, and review all information from the pilot.

Notes: