

# Everyday Improvements Team Activity



This team activity will help you identify the small improvements you and your team can begin to make together. It is best to complete the Everyday Improvements Learning Moment prior to running this activity.

Read and review the steps involved with your team. Begin by flip charting these steps as headings, then collecting your teams ideas underneath. Use the 'questions to ask' as a prompt, and check against the desired outcomes at each step to make sure the activity is staying on track.

Steps	Questions to ask	Desired outcome
<b>1. Identify</b> Identify the project or task you want to improve. This can be a broad process or a specific task you find your team having to complete often.	<ul style="list-style-type: none"><li>• What are we doing well?</li><li>• What do we struggle with?</li><li>• What is inside or outside of our control?</li></ul>	To collectively agree on an aspect of work that could be improved. Consider the impact to making money, saving money or putting the customer first.
<b>2. Analyse</b> Now, break down the project or task you have identified into the specific actions needed to complete it.	<ul style="list-style-type: none"><li>• What are the actions each team-member currently completes</li><li>• What are the steps involved</li><li>• What are we clear on VS what confuses us?</li></ul>	To have list of steps involved in completing the work, relating to the aspect of work identified in step 1
<b>3. Select</b> Select one of these actions, and either alone or with your team, brainstorm ways you could improve that action. This might mean making it more efficient, more customer friendly, more transparent, or reducing the cost. You may find that you need to stop or totally reinvent a project or task. However, this change does not need to be big, all you are looking to do is make it that 1% better.	<ul style="list-style-type: none"><li>• What have we tried already?</li><li>• What do we need to let go of?</li><li>• What do we need to preserve or protect?</li><li>• What could we do better or differently?</li><li>• How big of a change do we need to make?</li></ul>	To identify either a big change that needs to made to improve, or a few smaller changes that could be made
<b>4. Follow up</b> Now that you know what needs to be done to improve, you need to implement it. Communicate the change to those that are impacted. After some time, follow up with others to understand how they went implementing the change, and to see if the change led to an improved outcome. Remember to check in regularly and celebrate the small successes as you progress. The most difficult part is making the improvement stick! You should repeat this process regularly to find new 1% improvement opportunities.	<ul style="list-style-type: none"><li>• What are the roles and responsibilities for the change? Who will do what?</li><li>• What role will each team member have in the follow up?</li><li>• How will we make sure the change sticks?</li><li>• When will we check back in to see if the change led to an improvement?</li></ul>	A clear plan on how the change will be embedded to the task/activity/project. Clear roles and responsibilities. A date to check in on progress made towards improvement