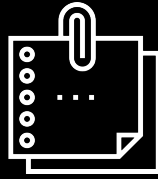
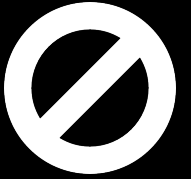


BACKLOG



BLOCKED



DOING



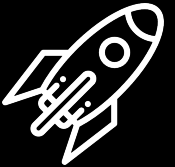
IN REVIEW



DONE



RELEASED



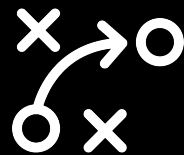
TEAM



HYPOTHESIS



STRATEGY



INSIGHTS



OBJECTIVES



PERSONAS

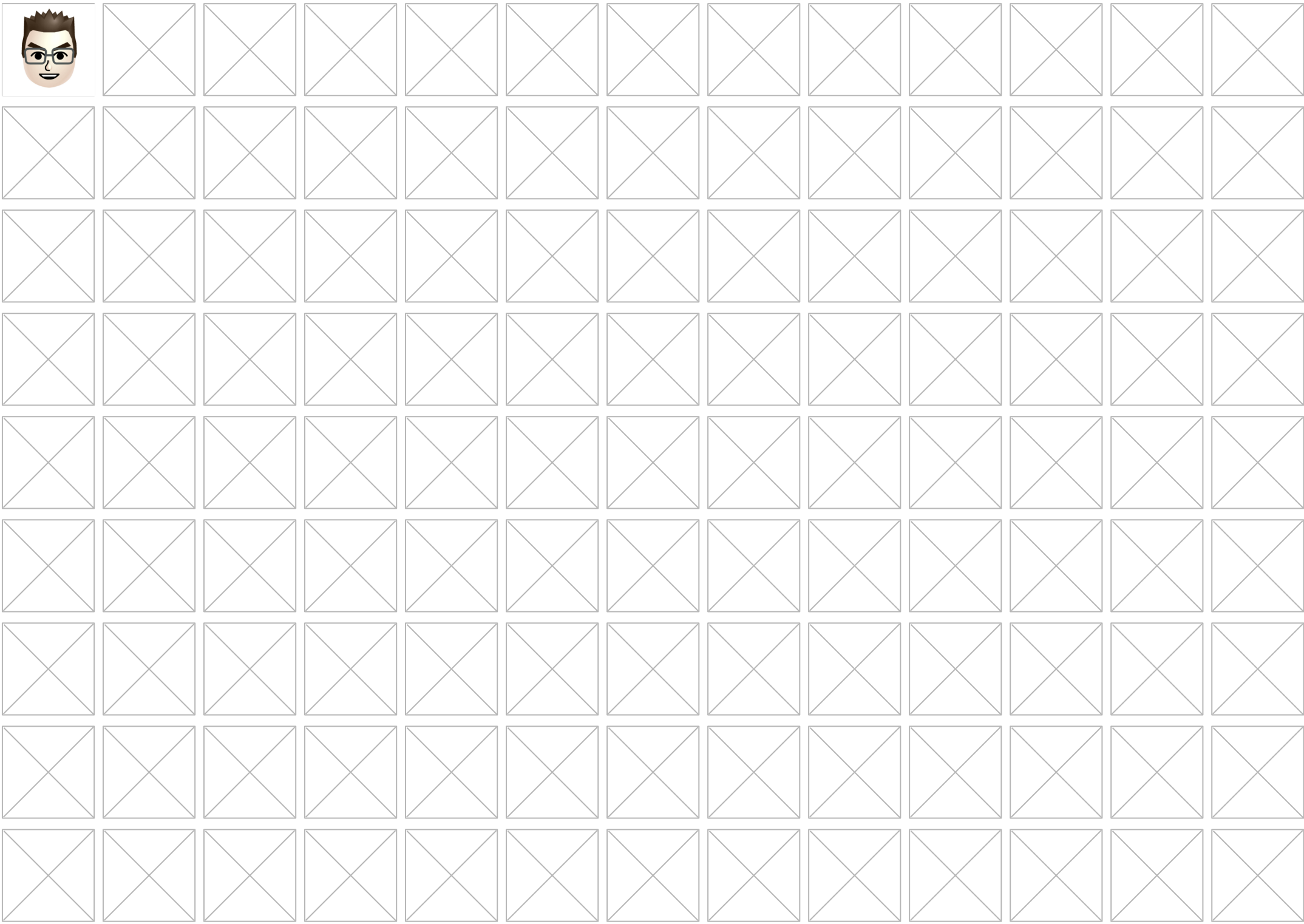


	WHO
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	WHO
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	WHO
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Category text

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Category text

What is happening:

A description of what is happening.

I adjust the type size to be larger if the text is short.

Why it is happening:

Importantly a summary conclusion of why it is happening.

Without this 'why' it hard to take action on the 'what'.

Hypothesis Board

Hypothesis

We've seen:

We think this is because:

So if we:

We should see:

Hypothesis

We've seen:

We think this is because:

So if we:

We should see:

What is happening:

Why it is happening:

Hypothesis

Problem We have seen / we believe:

Customers have to wait whilst staff find their bags.

Customers are given incomplete orders which leads to unnecessary return visits.

Evidence We think this is because:

Staff can't easily find the customer's prescription.

The customer has arrived prior to dispensing (too early).

The customer has multiple bags or prescriptions that our store colleague is not aware of.

Solution So if we:

Clearly show how many prescriptions a customer has in the system, the number of bags and location on the shelves.

Measures We should see:

- **Staff more easily locate bags.**
- **Reduced wait times in store.**
- **Reduced incomplete orders**
- **Bags on the shelf for less time.**
- **Reduced phone calls into store.**

Hypothesis

Problem We have seen / we believe:

Customers visit or phone our stores before their repeat prescription is ready for collection (or delivery).

This wastes customer time and the time of our store colleagues.

Evidence We think this is because:

Customers do not know or can not remember when their prescription medication is due for collection.

Solution So if we:

Provide our customers with an accurate repeat collection date and notify our customers when their medication is ready.

Measures We should see:

A reduction in the number of customers that call or visit the store before their prescription is due or has been dispensed.

Reduction in the time bags sit on shelves waiting to be collected.

Observation

A description of something we've **Seen**

Objectives & Key Results

**The objective is the
high-level ambition or
aspiration.**

**The key result is how
we measure the
objective.**

Sprint Goals:

**Achievable and
measurable goal for
the next sprint**