

Project Worksheet 4

PILOTING

Use this worksheet in conjunction with the *Piloting Methodology* section of your manual.

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| Project title | |
| Stage 3.1 Read pages 13.4-13.5 | Write the appropriate type of pilot and any relevant details below |
| Stage 3.2 Read page 13.6 | Write any actions below |
| Stage 3.3 Read page 13.7 | Rate the potential level of resistance as high, medium or low Write any thoughts or actions below |

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| Stage 3.4 Read page 13.8 | Write any thoughts or actions below |
| Stage 3.5 Read page 13.8 | List the data you need to collect under each of the four headings <i>Customer</i> <i>Employee</i> <i>Process performance</i> <i>Error</i> |
| Stages 3.6-4.3 Read pages 13.9-13.11 | Write any thoughts or actions below |