Content considerations
Business Impact
Impact of this project on organization
Project had a modest business impact and was an isolated success with no broader impact on the organization Project had a major business impact and caused a major shift in practice or thinking

Customer impact
Customer not clearly defined. Little customer engagement. Customer clearly defined (internal and/or external). Project had a major impact resulting in greatly increased customer satisfaction

Employee engagement and commitment
Little employee engagement and commitment Project demonstrates active employee engagement (full description and examples required)

Link to the overall business strategy
Isolated project - not linked to overall business strategy. Just a problem solving tool Project is a major strategic enabler for the company. Key component of business strategy. Project selected in line with key business objectives

Sustainability
Project benefits have not been sustained Project benefits completely embedded in the company

Replication
One-off project with no leveragability Project extensively replicated across the company

Project Execution
Understanding the problem
Problem statement, Customer CTQs, process map, project charter Some use of simple tools, some deliverables. Exemplary and comprehensive use of the tools- all deliverables

Understanding the existing process
Measurement system analysis, historic data, cost of quality, process capability, improvement capability. Some use of simple tools, some deliverables. Exemplary and comprehensive use of the tools- all deliverables

Identifying the causes
Causes identified, prioritized & verified , some use of simple tools, some deliverables. Exemplary and comprehensive use of the tools- all deliverables

Implementing the solution
Implemented solutions, revised process map, new performance level Some use of simple tools, some deliverables. Exemplary and comprehensive use of the tools- all deliverables

Maintaining the benefit
Control plan, > 3 months data, financial goals met, summary of key findings. Some use of simple tools, some deliverables. Exemplary and comprehensive use of the tools- all deliverables

Innovation
Innovative choice of project
Standard projects only Rigorous and highly innovative project selection process demonstrated (backed up by solid examples)

Innovative application of process improvement tools
Standard use of tools Highly original use of the tools (detailed examples provided)

Innovative solution developed Standard solution developed Highly original solution developed

Speed
Define to Close Speed

45- 90 days <30 days

Case Study

Guidelines
No more than one to two pages
Use this template and logo
Consider the "Content Conference" noted on page 2
Address points 1-8 noted below:
1. Introduction and context
2. Understanding the problem
3. Understanding the existing process (2 slides if necessary)
4. Identifying the causes (2 slides if necessary)
5. Implementing the solution
6. Maintaining the benefit
7. Financial and nonfinancial benefits benefit of project
8. Replicate

Content Objectives

Introduction and context

Understanding the problem

Understanding the existing process (2 slides if necessary)

Identifying the causes (2 slides if necessary)

Implementing the solution

Maintaining the benefit

Financial and nonfinancial benefits of project

Replicate