



Continuous Improvement Toolkit

Stakeholder Analysis

Managing Risk

PDPC
FMEA RAID Logs
Fault Tree Analysis
Risk Assessment*
Traffic Light Assessment

Deciding & Selecting

Pros and Cons
Break-even Analysis
Force Field Analysis
Decision Tree
QFD
Kano Analysis
Critical-to Tree
Cause and Effect Matrix
Confidence Intervals
Probability Distributions
Graphical Analysis
Run Charts
Control Charts
Sampling
Brainstorming
Nominal Group Technique
Affinity Diagram
Lateral Thinking

Planning & Project Management*

Importance-Urgency Mapping
Cost Benefit Analysis
Pugh Matrix
Voting
TPN Analysis
Prioritization Matrix
Paired Comparison
Pareto Analysis
ANOVA
Hypothesis Testing
Scatter Plot
Correlation
5 Whys
Chi-Square Test
Fishbone Diagram
TRIZ***
SCAMPER***
Mind Mapping*
Attribute Analysis
Visioning

Stakeholder Analysis

RACI Matrix
PEST
PERT/CPM
Activity Diagram
Roadmaps
Project Charter
Gantt Chart
PDCA
Control Planning
Gap Analysis
Hoshin Kanri
Kaizen
How-How Diagram
Tree Diagram**
Standard work
Simulation
TPM
Mistake Proofing
Pull Systems
JIT
Ergonomics
Work Balancing
Automation
Bottleneck Analysis
Visual Management
Flow
Value Analysis
5S
Waste Analysis
SMED
Time Value Map
Process Redesign
IDEF0
Value Stream Mapping
SIPOC
Flow Process Chart
Process Mapping
Flowcharting
Service Blueprints

Lean Measures
OEE
MSA
RTY
Descriptive Statistics
Cost of Quality
Reliability Analysis

Understanding Performance

Benchmarking
Focus groups
Photography
Observations
Data Collection

Understanding Cause & Effect

Regression
Multi-vari Charts
Relationship Mapping*

Identifying & Implementing Solutions***

Standard work
Simulation
TPM
Mistake Proofing
Pull Systems
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Ergonomics
Work Balancing
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Time Value Map
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Service Blueprints

Creating Ideas**

Designing & Analyzing Processes

- Stakeholder Analysis

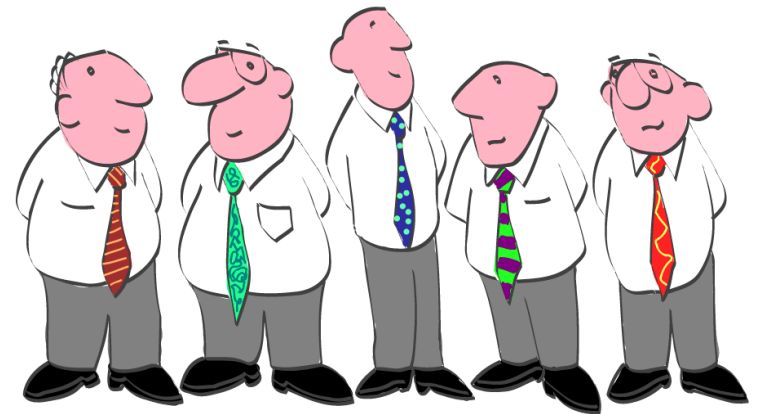
- ❑ A technique used to identify and assess the key people, groups, or organizations that may significantly influence your project either positively or negatively.
- ❑ Then plan strategies to win them over.
- ❑ A Stakeholder is any party who may have an interest in the project or will be effected by the outcomes.



- Stakeholder Analysis

Examples:

- ❑ The project sponsor.
- ❑ The process owner.
- ❑ The customer who receives the deliverables.
- ❑ The suppliers.
- ❑ The users of the project outputs.



- Stakeholder Analysis

How can you involve your stakeholders in improvement?

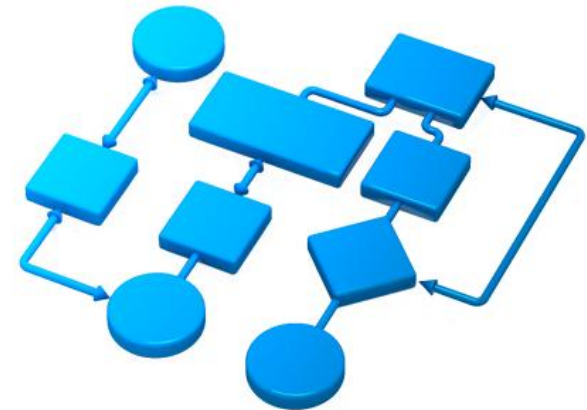
- ❑ Visits.
- ❑ Email.
- ❑ Surveys & Questionnaires.
- ❑ Observing stakeholders, especially customers.
- ❑ Focus groups.
- ❑ Experiencing the service as a customer.



- Stakeholder Analysis

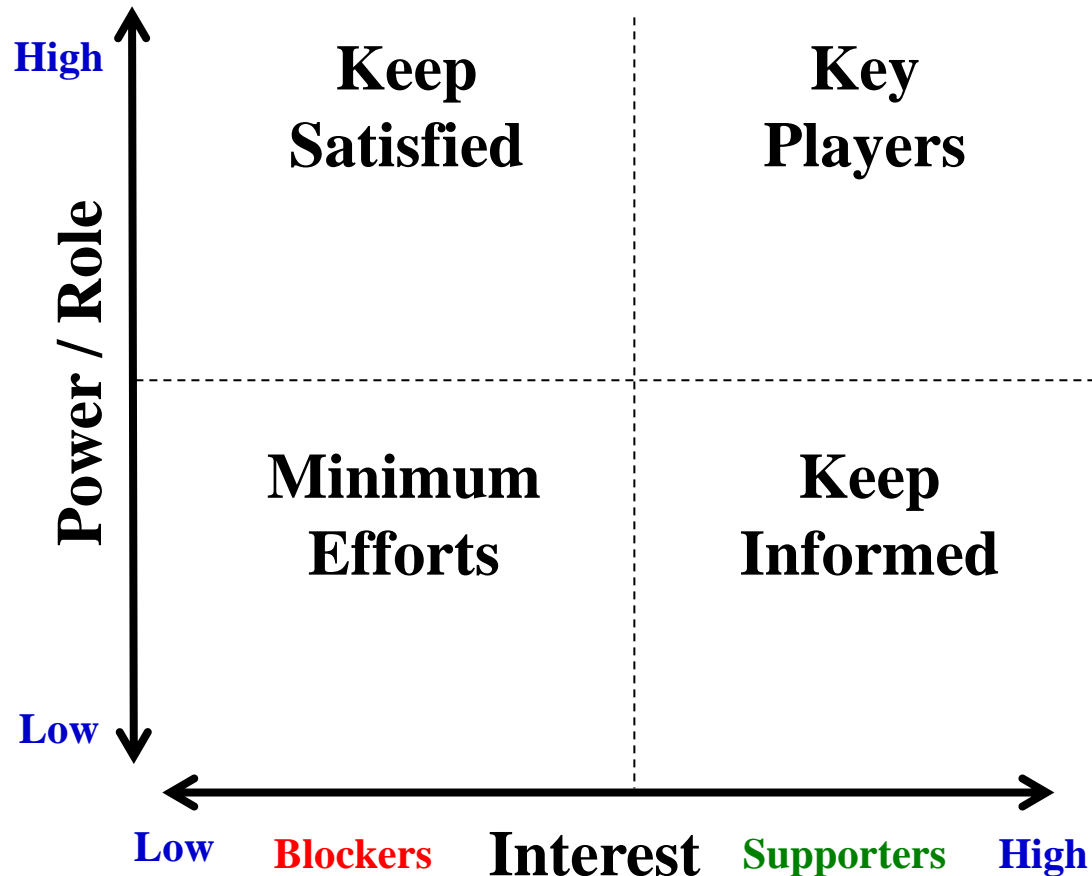
Approach:

- ❑ As a group, identify the customers who may have a stake in your process.
- ❑ Use the stakeholder analysis template to help you identify your stakeholders.
- ❑ Discuss how you will engage each stakeholder group.
- ❑ List your stakeholders.
- ❑ It is very common to find that one group may fit into more than one stakeholder category.



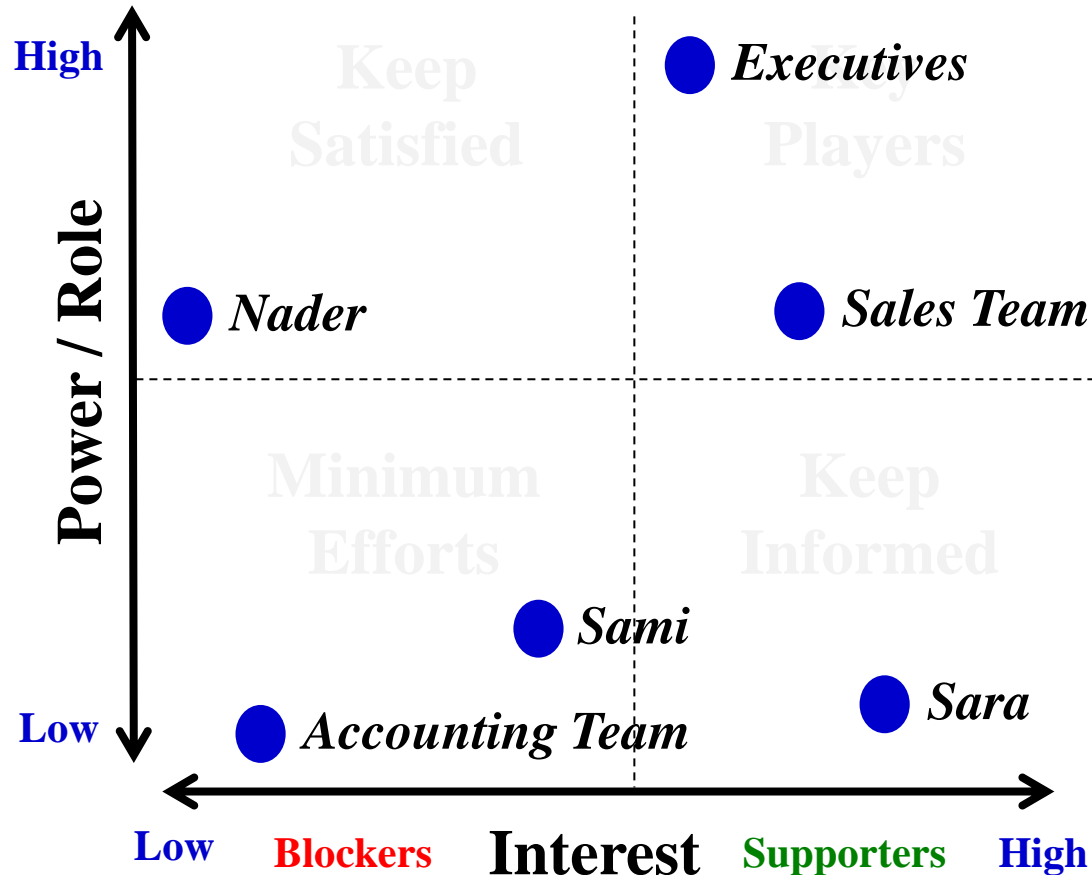
- Stakeholder Analysis

Approach:



- Stakeholder Analysis

Example:



- Stakeholder Analysis

Example:

- ❑ A grid is drawn with the names of all the stakeholders in the left column.
- ❑ The analysis involves assessing where stakeholders are now and where they need to be to make the project plan work.

Name	Role	Aware?	Interest	How important?	Power	Strategy
Sami	Team member	Somehow	N/A	High	Low	Communicate
Sara	Process owner	Yes	Yes	High	Low	Involve
Sales team	User	Yes	Yes	Low	Medium	
Executives	Sponsor	Somehow	Somehow	Medium	High	Frequent update

- Stakeholder Analysis

Commitment Mapping:

- ❑ Identify stakeholders and assess them against the commitment map.

Name	Oppose it	Help it Happen	Make it Happen

- ❑ **Then identify who and when do you want to be involved?**
 - Who are the key decision makers?
 - Who are the key opinion leaders?
 - Who are the key players apart from the project team?

- Stakeholder Analysis

Communication Review Sheet:

- Identify stakeholders and assess them against the commitment map.

Stakeholder	Method	Frequency	Record feedback