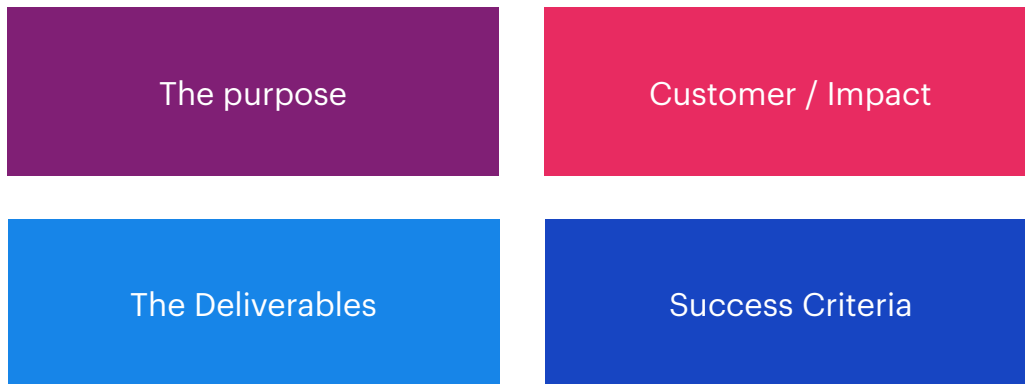




Quad of aims



What is it?

A simple way of clarifying the project requirement that helps to ensure every team member understands the project.

What can it be used for?

To help the sponsors commit to your project and gain a rough estimate of the projects impact.

How to do it:

Create a chart or use a white board with the following headings:

1. Set the purpose with a clear statement of what the project is aiming to achieve e.g. To reduce rework in ABC area.
2. Define the Customer and impact e.g. Business – annum saving on rework costs leading to increased profitability. User –Less frustration with the process.
3. Define the deliverables e.g. A plan of proposed activities (July 2003), Data collected (Aug 2003), Report detailing recommendations (Sept 2003), etc.
4. Set the success criteria e.g. Rework costs reduced by 90%. User satisfaction index > 3.4 (from quarterly survey results).

Tips and guidelines

- Use the Quad of Aims for the team to articulate what they (the team) expect to deliver from an improvement project.
- This tool is particularly useful if the team are embarking on an improvement task that requires an investment of time and cost beyond their normal day-to-day scope.
- Use alongside the Cost/Benefit Analysis tool.