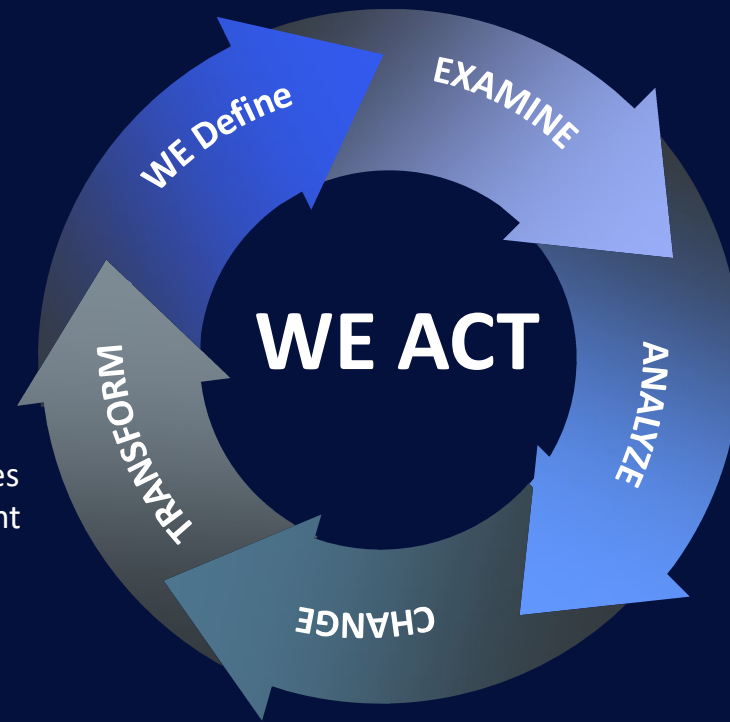


WE ACT

UHD Performance Improvement Methodology



WE Define

- Develop Project Charter
 - Define the Problem
 - Set Goal & Targets
 - Identify team members
 - Business Case
 - Scope of the project

TRANSFORM

- Implement Improvements and changes
- Develop a plan to sustain improvement
- Collect data to sustain improvements over time

EXAMINE

- Develop current state process map
- Develop a Data collection plan
- Collect Baseline Data

ANALYZE

- What is the baseline data telling you?
- Identify ROOT CAUSES and opportunities for improvement
- Develop future state process map

CHANGE

- Develop Improvement Plan to address ROOT CAUSES
- Execute small tests of change