



Project Success Framework (PSF)

Continuous Improvement

A clearly defined plan to capture, analyze, and act on quality data related to implementation and outcome attainment promotes continuous improvement.

1

Understand

Charting Your Course: Navigating from Present Position to Future Destination

How do you plan to monitor project implementation and ensure progress toward your goals? A continuous improvement plan provides checkpoints for assessing progress and making necessary adjustments. To do this effectively, high-quality, reliable implementation and outcome data should be routinely available for the team to review, analyze, and act upon. This involves two key components: data access and data review.



Data Access

- » If the needed data isn't currently available or the connection between available data and project outcomes is unclear, there's an opportunity to find better information and establish more explicit connections.
- » Is the required data collected but not accessible? If so, how can access be regularly facilitated for project team collaborators?
- » If the data hasn't been collected yet, is there a different source that can provide needed information? Or can a data collection procedure be established as part of the project plan?



Data Review

- » While accessing data is crucial, it's equally essential for team members to know how to review it. They should be able to identify successes and determine action steps to support the project's goals.
- » Have relevant parties been adequately trained for data review?
- » Are there regular meetings to discuss project progress and review the data?
- » What are the expectations when data review identifies new challenges or implementation issues?

Building Your Case: Gathering Evidence for Your Current Position

Document your continuous improvement process with as much detail as possible. Once you've gathered and assessed the evidence, use the following scale to identify your current position. Remember that this rating is a benchmark, not a fixed position. If you find yourself at the Emerging stage, don't worry. You now have a clearer understanding of the steps needed to progress toward the advanced stage.

2

Reflect

Guiding Questions for Reflection

- » Are there measures in place to track project implementation? If not, can meaningful measures be developed and used?
- » Is there a plan to define, assess, and continuously improve data quality around implementation and outcome data?
- » Are systems and staff available to operationalize continuous improvement, or can quality data collection and cycles of continuous improvement be included in the project plan?

State of the Project

Rate the current state of the project:

Emerging

No data or the ability to include data collection regarding implementation and/or outcomes exists

Developing

There is some data available around implementation and/or outcomes, but the quality is uncertain, and the connection between the two is not clear

Advancing

There is data available around implementation and outcomes, and a plan to improve the quality and regular reporting and analysis exists

Mastery

There is high-quality, reliable implementation and outcome data routinely available for project team collaborators to review, analyze, and act upon for continuous improvement

Reflection/Evidence:



Potential Evidence Sources

Completed PSF rubric, outputs from consensus-building workshops, continuous improvement team in place, continuous improvement plan/cycle documented



Supporting Tools/Resources:

- » [DMAIC: The 5 Phases of Lean Six Sigma](#)

3

Act

Guiding Questions for Action Planning

What other conversations can you have to move along the continuum?

- » What are the immediate needs to improve data quality and availability?
- » How do you plan to address data gaps?
- » What steps can you take to establish regular reporting and analysis if it does not currently occur?
- » What training exists to teach collaborators to effectively review, analyze, and act upon data for continuous improvement?

Action Plan:

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