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# IMPROVE

a way of looking at change differently

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We've created **be better** to simplify organisational improvement and change.

**IMPROVE** is an easy mnemonic that will help you deliver change that sticks.

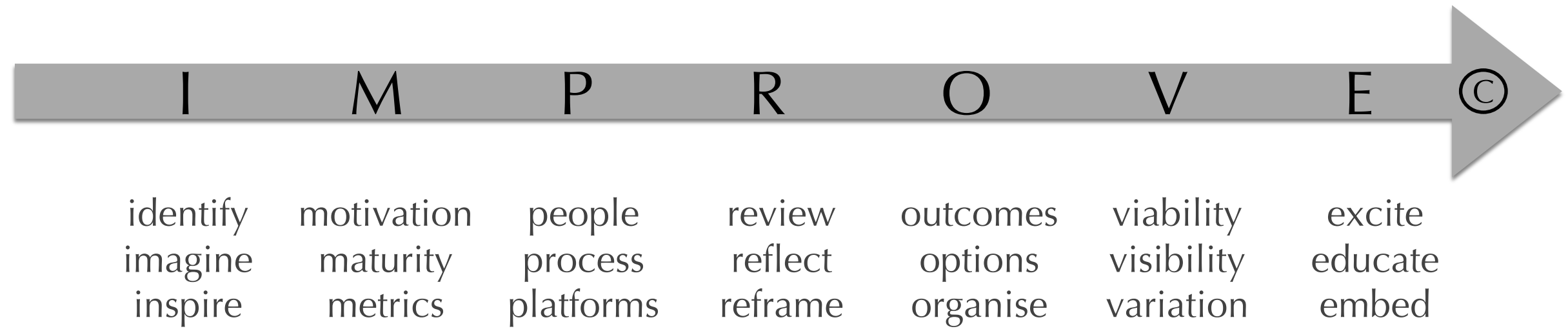
**IMPROVE** is neat because it combines imagination, emotion, hard data and operations based insight. This matters because change is as much an art as it is a science. Remember, everything we do in the real world exists in a connected ecosystem and with all its contradictions, variations and complexities a single 'discipline' or perspective will always be sub optimal.

**Change** how you see things, build your capability to **IMPROVE** in a way that will stick, in a way that will work and in a way that doesn't involve a huge overhead to your day.

**be better** everyday.



# Welcome to IMPROVE!



identify  
imagine  
inspire

motivation  
maturity  
metrics

people  
process  
platforms

review  
reflect  
reframe

outcomes  
options  
organise

viability  
visibility  
variation

excite  
educate  
embed

# IMPROVE in more detail

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- I** Let's **identify** what needs to be improved. **Imagine** our improvement is successful - what would that look like? What's the most **inspiring** storyboard we can create to help people visualise the future?
- M** So, let's understand our **motivation** for the change to ensure we meet audience requirements. How **mature** are we - how much extra thinking or analysis do we need to do? What **metrics** do we have that will help our understanding?
- P** Now let's bring the improvement to life by considering the **people, processes** and operating **platforms** affected by it. This is the time for engagement of all the participants and the development of 'as is' and 'to be' scenarios.
- R** Great change always takes a breather. This is where we **review** findings to date and **reflect** on our aims, objectives and storyboard. We take this opportunity to **reframe** our plan before we accelerate into delivery.
- O** We are now in a position to commit to specific **outcomes** having considered all available **options**. This is where we lock down how we **organise** to deliver and will include training, communication and any technical development/testing and implementation.
- V** Moving closer to implementation, we make sure that delivery remains **viable**. We ensure the right level of **visibility** across the organisation and take account of any required **variation** to specification.
- E** For 'IMPROVE' to be a success, make sure everyone involved in and affected by the change is **excited** and **educated** so the improvement quickly becomes the new normal. To make sure you have sustainably improved your capability, ensure the change is **embedded** in your organisation.
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Change... just done differently



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