"8Cs" Tools List

CLARIFY the issue	**COMMUNICATE** with stakeholders — Transfer learning to organisation	**SELECT THE PROJECT AND DEFINE THE PROJECT** Corporate Vision; goal alignment, Concerns workshop, Improvement process selection; Y Cascade; Ease Benefit matrix; Process issue Statement, Quad of Aims; Communications Plan; Project Charter; SIPOC; Is/Is Not Analysis ; More of/Less of Analysis; Threats/Opportunities Analysis; Corridor conversation; SMART objectives; Stakeholder Analysis; Effective teams and Leadership; Kano Model; 'Critical to Quality' (CTQs); Voice of the Customer (VoC) translation; Project Planning – Gantt Charts; responsibility matrices; RACI
CONFIRM the issue		**INVESTIGATE THE ISSUE/ESTABLISH ROOT CAUSE OF PROBLEM: MEASURE AND ANALYSE THE SITUATION** Planning to collect data; Processing Mapping/VSM; Bottleneck Analysis; Runner-Repeater-Stranger Analysis; Batch Size Analysis; Pull v Push; Waste Identification and Elimination – TIM WOOD Affinity Diagrams; Fishbone Diagrams; The Big SODs (FMEA); 5 Whys; Pareto Analysis; Histograms; Scatter Plots; Run Charts Identify Quick Wins and implement Quick Win changes
CREATE improvements		**DEVELOP CHANGE OPTIONS/SOLUTIONS AND SELECT THE BEST** Challenging mindsets; Brainstorming; Reverse Brainstorming; Brainwriting;Aunt Sally; Assumption Busting; 'Similarities and Differences'; Benchmarking; Visual Controls and Visual Displays: 5S; Poka Yoke; Decision-making/selection tools: n/3; paired comparisons; decision matrix;
CHANGE & CEMENT the process		**IMPLEMENT CHANGES AND ENSURE SUSTAINABILITY** Planning – Gantt Charts; RACI; Stakeholder management; training; standardisation; writing SOPs; force field analysis; communicating changes – communications plan The Monitoring Feed back Loop; Measuring for sustained performance;
CORRECT the solution		**AMEND THE SOLUTION FOLLOWING 'MONITOR' FEEDBACK** **COMMUNICATE – TRANSFER KNOWLEDGE LEARNED TO ALL RELEVANT PARTS OF THE ORGANISATION** Project reviewing; After Action Reviews; Capturing lessons learned; pro-actively transferring knowledge
CELEBRATE		**CELEBRATE - Recognise and reward team's efforts**

BURGE HUGHES WALSH