



HEAR IT: COMMUNICATING

ALL

1

2

3

4

5

mm/yy

mm/yy

MEASUREMENT

Where are we starting from?

baseline

Does everyone know what this is and why we're doing this?

KPIs: What percentage are aware?



BELIEVE IT: LEARNING

ALL

1

2

3

4

5

MEASUREMENT

Is everyone trained and prepared to use our new system?

KPIs: What percentage are applying it?

mm/yy



LIVE IT: GO LIVE & SUPPORT

ALL

1

2

3

4

5

MEASUREMENT

mm/yy

Are we delivering high-quality support to our staff?

Are we seeing results in KPIs?