

## ACTION PLAN

<p><b>Who?</b></p> <p><b>What?</b></p> <p><b>Where?</b></p> <p><b>When?</b></p> <p><b>How?</b></p>
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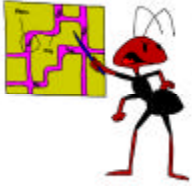


### Purpose

An **Action Plan** is a detailed technique that documents and organizes the schedule, events, activities, and responsibilities for the steps necessary to complete a project or implement the team's problem solution or process improvement.

**Action Plans** are useful in the coordination of the team's efforts and in the scheduling of any team project. They are also used to help the team explain its project or implementation plan to management and other involved individuals.

An **Action Plan** can be organized or formatted many different ways, but all action plans should answer: Who? What? When? Where? How?



## Process

1. Analyze the project and break it down into achievable steps.
2. Consider the number of people and other resources involved at each step.
3. Identify any additional factors that will impact the completion of that step in the process. (The team may consider brainstorming to develop a list of significant factors followed by a Force-Field analysis to categorize the factors into drivers and restrainers.)
4. Select a team member (or members) to be responsible for each step.
5. Determine how long each step will take and set a realistic completion date.
6. Include any assumptions on which the plan is based and clearly label the plan.
7. Follow the project through its completion, monitoring progress based on the schedule in the **Action Plan**.



## Example

ACTION PLAN					
Action to Be Taken	Responsible Person	Expected Completion	Actual Completion	Resources Needed	Other Comments



## Key Points

- **Action Plans** can be used by individuals, groups, or teams.
- An **Action Plan** may be as detailed as needed to ensure that all desired objectives are accounted for in the plan.

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