

## Project Worksheet 4

### PILOTING

Use this worksheet in conjunction with the Piloting Methodology section of your manual.

<b>Project title</b>	
<b>Stage 3.1</b> Read pages 16.4-16.5	<b>Write the appropriate type of pilot and any relevant details below</b>
<b>Stage 3.2</b> Read page 16.6	<b>Write any actions below</b>
<b>Stage 3.3</b> Read page 16.7	<b>Rate the potential level of resistance as high, medium or low</b> <b>Write any thoughts or actions below</b>

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<b>Stage 3.4</b> Read page 16.8	<b>Write any thoughts or actions below</b>
<b>Stage 3.5</b> Read page 16.8	<b>List the data you need to collect under each of the four headings</b>  <i>Customer</i> <i>Employee</i> <i>Process performance</i> <i>Error</i>
<b>Stages 3.6-4.3</b> Read pages 16.9-16.11	<b>Write any thoughts or actions below</b>