**Control Plan**

Documentation of elements required to transition and maintain the new improved process

**DELIVERABLE**

Control Plan

**WHY**

* To officially transition the project from the project team to the process owner
* To “maintain the gains” by outlining the critical elements required to sustain the project results and outcomes
* Establishes ongoing monitoring parameters
* To establish accountability – who is responsible
* Describes what to do - a reaction plan - if the process begins to fail

**WHEN**

* The official documentation is presented at project closure; however, planning for transition back to the process owner and sustainability begins at the project outset

**HOW TO**

Complete the project closure document using the embedded directions (gray print)

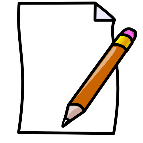
|  |
| --- |
| **TIPS**   * At the project outset, establish who will be the project owner, how the project will be monitored on an ongoing basis and who will be ultimately accountable for the results * Throughout the process, continue to engage/emphasize to the process owner, team, and stakeholders the concept of long-term sustainability * At each step of the DMAIC process, think about how to “build in” sustainability |

**Associated Tools:**

Standard Work

**Template:**

Control Plan

**Control Plan**

|  |
| --- |
| Project Title |
| Project Owner  Specify a name & a position |
| Critical Elements for Quality  Process Step: Is there a critical step that is required for the desired outcome? Is there a vulnerable step that may revert to the “old way” over time?  Output: What is critical to the desired outcome or vulnerable in the output? |
| Monitoring over Time  Metric – Define the metric  Acceptable Range – Define Upper and Lower limits (Action Levels)  How measured – Data Collection Plan |
| Control or Reaction Plan  If the metric goes out of range, what will be done? What is the first step? |
| Accountability  Who is responsible for measuring – Specify a person & a position  Where is the measure reported – Specify a committee or standing meeting  To whom is it reported – Specify a person & a position, i.e. Clinic Chief Nurse/Sister-in-Charge  Who is ultimately responsible – Specify a person & a position, i.e. Ministry of Health Department Chief |
| Related Documentation (Provide documents or links to documents)  Process Map - Future/Improved State  Standard Work Instructions  Data – Run Chart |