

LEARNING LAB

"Welcome to Medic 102. I know we typically stand here and tell you how things are done at Medic. But today, we'll veer off the treaded path", Doc Studnek says, as he leans against the white board. "Something happened to me and I thought it would be a great tie-in"...

The other day, I was out with the family. Funny enough, I was participating in the one sport ALL MEN LOVE: *shopping*. While we were strategizing summer clothing needs and determining players' salary caps when it came to shoes, my young padawan taps me on the arm and says, "Pops, we should think about purchasing a new computer."

Now, as an improvement minded person of the family (sort of like Darth Vader and Luke's dramatic scene in movie six), I replied, "Now why would we want to go and do that?"

My young padawan shares, "Because our current computer is old, dad."

As we're walking around the 'sports arena', I try and recall when we bought our current computer....

- It couldn't have been that long ago.
- It could not have been more than a few years ago.
- Frankly, the kids are able to watch YouTube videos and look at funny cat pictures just fine.

Raising his hand, Jeff, the Administration major asks, "Why don't you put some more memory in that dinosaur, Doc?"

"Because I like OLD dinosaurs, Jeff," Doc Studnek remarks...

So, the "it's old" argument wasn't selling me on the need for change. What I really wanted to know was: *how*

would buying a new computer be an improvement over the one we currently have?

This is very similar to a question we ask ourselves when we charter a project, at Medic. If we are going to embark in a process to change something, we should be very clear about what results that change will yield. Much like my rejection of "it's just old" argument, results should be clear and measurable. Will the computer have a faster processing speed? Will it be able to load web pages quicker? Of course it will. However, the best type of measurement demonstrates process performance **BEFORE** and **AFTER** said change. That way, you can see if your improvement actually puts you in a better place, over time.

Each charter that's developed at Medic, needs to have at least one outcome that is defined, measurable, can be collected and reported. If we cannot define the outcome, how we will know that said change is an improvement? And **MAYBE** – something we shouldn't have started in the first place.

And for my inquisitive friends, like young Jeff... You might want to know: we did not buy a new computer, in the end. I did, however, take the kids to Chick-Fil-A. It was sufficient consolation.

CLASS DISMISSED!



IT'S JUST OLD