Why Process Triage?

The reasons are compelling

**Triaging develops your continuous improvement culture.** A continuously learning and improving organization excels in two things; top-down direction that focuses on both the customer experience and resource stewardship and tactically savvy improvements driven by front-line experts from the bottoms-up.

Triaging syncs top-down strategy with bottoms-up execution quickly and thoroughly. A day of triaging yields 90 days of focused business and process improvement.

**Triaging focuses great teams.** Triaging is a superb team launching tool. Triaging’s highly interactive, collaborative nature requires fact based, business-focused conversations. Newly introduced team members reveal their expertise that, in turn, builds respectful professional relationships. The objective facilitator keeps conversations focused on the task and hand.

**Triaging finds workable improvements.** When your front-line high performers understand your overall strategy, they’ll make improvement suggestions if they know you’ll resource them. Since the triage protocol begins with your strategic intent, every improvement action item or project proposal has strategic fit.

**Triaging outlines your business case for more resources.** Smaller improvements and the plans for bigger improvements that cannot be delivered in 90 days are called Not Yet’s. Each Not Yet includes a level-of-effort estimate. Considered together, the stack of Not Yet’s feed your business case for additional resources that, if acquired and allocated, accelerate progress toward your objectives. Skip-level senior executives who observe the second half of the triage are pre-sold on such business cases.

**Triaging exposes potential leaders.** Great executives, among many skills, are especially good at recognizing talent. Triaging exposes highly imaginative individual contributors who must persuade their peers to prioritize their improvement proposals. Executive sponsors often clear their calendar to observe the second half of triage workshops to both find these individuals and sharpen their own situational awareness.

**Triaging improves situational awareness.** High performing employees are willing to “fall on their swords” over principles or proposals they deeply care about. Yet sometimes their passion is misdirected because they lack the big picture. Process triaging broadens their perspectives and clarifies what’s most important to fix.

**Triaging fosters good staff work.** Triaging is philosophically grounded in The Doctrine of Completed Staff Work. The triage protocol begins with the host’s strategic direction and limits its scope to what the expert team can influence. These recommendations are based upon expert knowledge, and present clear, actionable courses of action.

These focus points ensures your success. Your facilitator welcomes your time to discuss them further as needed, and looks to you to perform these points to the best of your ability.

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* The record for pre-sold Not Yet’s is $250K, pending a complete business case. The senior executive released $125K for these Not Yet’s with just the triage findings. Both the team host and team were experienced triagers.