



IPAPI CEM Method Action Plan Template – SCO Form

Process Name:					Current State COW		Current State POF					
Action Plan	Process Diagnostics Removed			Alignment					Date:			
Description of possible Action	MOT	BP	BR	SCO Statements Fulfilled	New COW	COW Change	New POF	POF Change	Owner	Time to Improve	Cost	Benefit

THE SCO ACTION PLAN TEMPLATE

Why would I use this template?

This template is recommended when processes are being aligned to the Customer, in particular to Customer Success Statements.

What are Customer Success Statements?

Customer Success Statements come from the SCO developed using the SCO Mind Mapping technique (CEM Method – Align). Statements crafted in the SCO Mind Map can be brought down into this Action Plan as a means to explicitly link the delivering of Customer Alignment to Actions in the Plan.

Template Explanations

Process Name: Name of the Process the Action Plan is developed for

Description of possible Action: Description of what the Action is that could be taken to improve the process

Process Diagnostics Removed

MOT – The ID of all Moments of Truth that would be removed (eliminated) if this action were taken

BP – The ID of all Break Points that would be removed (eliminated) if this action were taken

BR – The ID of all Business Rules that would be removed (eliminated) if this action were taken

Alignment – SCO Statements Fulfilled: Each Success Statement from the SCO Mind Map that is fulfilled by the action

Current State COW: The Causes of Work factor for the current state of the process

New COW: The new Causes of Work factor for the process that would result from taking the action

COW change: The net change in the Causes of Work factor if the action were taken (current state – result)

Current State POF: The Points of Failure factor for the current state of the process

New POF: The new Points of Failure factor for the process that would result from taking the action

POF change: The net change in the Points of Failure factor if the action were taken (current state – result)

Owner: The person, title or role responsible for implementing the action

Time to Improve: The number of weeks it is expected to take to complete implementing the action

Cost: The cost of the action on the simple scale of high (H), medium (M) or low (L)

Benefit: The benefit of the action on the simple scale of high (H), medium (M) or low (L)