

## **General Hints for Success**

### **Don't Do These**

1. Don't Give Up
2. Don't Use a Grass Roots Strategy
3. Don't Over Design the Process
4. Don't Take on Too Much at a Time
5. Don't Mis-Use Metrics (Should Blame the Process, not the People)
6. Don't Put Training Material in Process Descriptions and Procedures

### **Do These**

1. Ensure Sponsor Fully Understands the Commitment
2. Align Improvements with Business Goals
3. Leverage Improvement Strategies that Worked Before in the Organization
4. Plan for Early Wins - Early Milestones where Success can be Recognized
5. Get Influential Members of the Organization on Board First
6. Use QA to Drive Compliance to the Process
7. Run Process Improvement like a Paying Project, Because It Is!
8. Hold Weekly Process Awareness Workshops & Continuously Assess Process Awareness
9. Use Process Improvement Workshops Away from the Work Environment
10. Make Process Improvement Part of Individual Performance Reviews
11. Ensure that Practitioners Own the Process
12. Use a "Process" Bug Tracking & Change Request System