

CRITICAL TASK MATRIX

IMPACT

DOCUMENT, TRAIN, & TRUST

- _____
- _____ Handoff Process
- _____ 1. Do
- _____ 2. Document
- _____ 3. Do from Document
- _____ 4. Handoff and verify
- _____

CRITICAL

- _____
- _____ Handoff Process
- _____ 10% - You Coach
- _____ 80% - They Implement
- _____ 10% - You Verify
- _____
- _____

LEVER-PULLERS

- _____
- _____ Handoff Process
- _____ Automatic with Tech
- _____ Automatic with People
- _____
- _____

STOP!

- _____ Handoff Process
- _____ Test Stop
- _____ - Goes well?
 - ↳ Stop
- _____ - Goes Bad?
 - ↳ Move to Quad 3, 2, or 1 depending on complexity & impact
- _____
- _____

COMPLEXITY