

Team Meeting Agenda  
(DATE)

**PURPOSE of Meeting/Event**

To identify and evaluate potential improvement opportunities in process XYZ.

**PRODUCT (Desired Outcomes)**

1. List of potential opportunities
2. Cause & Effects matrix completed

**PROCESS (Agenda)**

Timing	Topic & Structure	Deliverable(s)
5 min	Explain purpose and process	
10 min.	<p><b>Topic:</b> Identify potential opportunities to improve quality, speed, and accuracy (from VOC).</p> <p><b>Structure:</b></p> <ul style="list-style-type: none"> <li>• Brainstorm (3 minutes):                             <ul style="list-style-type: none"> <li>○ Question: Imagine that we had the ability to make the outcome better (quality) or produce it faster (speed) or make it just as the customer ordered it every time, or all of the above. What would we do "more of or less of" in the process to accomplish this?</li> <li>○ Write ideas on sticky notes (one idea per sticky)</li> </ul> </li> <li>• Post on board and group redundant items</li> <li>• Make final list on C&amp;E matrix table</li> </ul>	List of potential root causes
20 min	<p><b>Topic:</b> Evaluate each idea</p> <p><b>Structure:</b> Rotating flipchart technique</p> <ul style="list-style-type: none"> <li>• Write each idea on separate flipchart page with a brief definition of it</li> <li>• Assign team members to different stations (flipcharts) and rotate every 30 seconds</li> <li>• Ask: "On a scale of 1,3,5,9, how much impact would each idea have on improving quality, speed and accuracy?" Give them 30 seconds in each station and move them until everyone has gone through each station. (10-15 min depending on number of ideas posted)</li> <li>• As large group, go through each station and either average or create consensus on final rating for each item. (10-15 min)</li> </ul>	Consensus on ratings
25 min.	<p><b>Topic:</b> Finalize C&amp;E Matrix</p> <p><b>Structure:</b> Load up final ratings onto C&amp;E sheet</p> <ul style="list-style-type: none"> <li>• Enter values on template</li> <li>• Sort ideas by impact</li> <li>• Discuss implications focusing on top 3-5 ideas</li> </ul>	Completed C&E Matrix

**Logistics and Preparation**

*Location & Room Setup*

- Projector
- Room should allow people to walk around
- Plenty of wall space for flipcharts

*Materials Required*

- Flipchart paper (tape unless using self-adhesive paper)
- Markers for each participant
- Painters tape/masking tape

*Pre-Work*

- C&E Matrix template
- XYZ Process map (in case we need to reference it)