

The four pillars worksheet

One of your processes, and one real case followed start to finish. Fill it in with the people who lived it, one pillar at a time.

THE PROCESS:
 DATE:
 WHO TAKES PART:

01 · FOLLOW ONE CASE, START TO FINISH

Step	Who did what, with which information	Where it waited
1.		
2.		
3.		
4.		
5.		
6.		

The four pillars, one at a time

02 Data

☐ Solid ☐ Needs work ☐ Missing

Where is the right version? Who keeps it current? What lives only in someone's head?

03 Process

☐ Solid ☐ Needs work ☐ Missing

Who does what? Who decides, and how far? Which approval is there out of habit?

04 Training

☐ Solid ☐ Needs work ☐ Missing

What to check before it goes out? What to do when the AI is wrong? Time to learn?

05 Change

☐ Solid ☐ Needs work ☐ Missing

What changes for each person? What do we stop, and when? Who answers questions?

The pillar to shore up first

☐ Data ☐ Process
☐ Training ☐ Change

What, who, and by when:
