

## ADRI –

# Approach – Deployment – Results - Improvement

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### 1. Introduction

One of the foundational models used to plan, implement and measure an objective, and also learn personally and share the learning with others is called ADRI, which stands for:

- **Approach (or The Plan)**
- **Deployment (or The Implementation)**
- **Results (or The Measurements)**
- **Improvement (or What Next?)**

This model has two primary contexts for us:

- **Personal Goals** – where this structure can be used to identify the various steps and opportunities in identifying, designing, implementing and measuring the outcomes, as well as celebrating the achievements and taking the learning from one goal to support the next.
- **Business Objectives** – where this structure can be used to achieve the same type of plan as for a personal goal, but with more exploration, detail and accountability.

The diagram on the top of the next page illustrates the simplicity of the process.

This document has been designed to provide an overview of the process and its steps and to present a series of questions for each section which may support you or your organisation in further developing a quality-design goal achieving process.

There are additional tools which could be combined with this model to achieve greater results. If you feel you would like more information about these tools, please consider working with your coach to identify the best combination of tools for your needs.



## 2. Approach – The Plan

The first and most important step is determining what the objective is. Only from this point is developing the plan possible.

At this early stage, consider your responses to the following questions:

- What do you really want to achieve? What would success look like? How do you want to measure it?
- What is the level of importance for the achievement: low, medium or high? And why?
- What data do you have to support that there's a need for this objective to be set and achieved?
- How reliable is the data?
- What would the consequences be if you didn't achieve the objective? To whom? When?
- What are the benefits of achieving the objective? To whom? When? Does it relate to a bigger strategic need or objective?
- Is this a really big objective, and if so, can it be broken down into smaller easier to manage and achieve objectives?
- What order do these smaller objectives need to occur?

Now that you have more clarity about the objective and why it's important, we can start looking at developing the plan itself.

- Are there any stakeholders in the process or related to the target achievement that would wish to be consulted with first?
- Is there anyone you're going to need assistance from? Who are they and when and how do you want to invite them into the process?
- Does this objective relate to someone else's objective? Is there a need to be working together to assist each other?
- What communication strategy, such as a meeting, are you going to arrange to achieve the previous points? When is this going to happen, where and what is the agenda?
- How are you going to document the plan? Is it going to be in a project planning computer application, in a spreadsheet or in list form either on the computer or in a notebook of some sort?
- Who is responsible for documenting the plan and project managing the process?
- What are the steps in order which need to occur?
- Can the first step be done in the first 24-48 hours? (This might just double your chances of overall success!)
- Are there particular milestone points along the way which you'd like to highlight as significant?
- Who is responsible for what tasks?
- When is each of the tasks due?
- Does each task have its own target to be measured?
- What measurement tools, data, reports etc are going to be necessary to measure the individual milestones as well as the final outcome?
- Who needs to do the measurement?
- Who requires reports or updates about the plan's implementation and progress?
- What format do the reports need to be in or what structure
- When are these reports or updates due and who is responsible for them?
- How do you want to celebrate the milestones?
- How do you want to celebrate the final achievement?

### 3. Deployment – The Implementation

Once the plan is confirmed and all of the various stakeholders and participants are updated and have agreed to their individual commitments, it's time to implement the plan.

For the project, consider the following questions:

- Are the steps documented in the plan occurring in order?
- Are the steps being performed adequately?
- Has any new information come out of the process thus far which might require amending the plan, or even the objective itself?
- Are there any participants who require additional support or training to complete their tasks?
- What obstacles might get in the way of the implementation at any stage?
- What are the proposed solutions for these obstacles which might even prevent the obstacles from occurring in the first place?
- How is the individual and/or the team keeping inspired and/or motivated about the plan and therefore maintaining momentum?
- If something goes wrong, who needs to be alerted and how?
- If further assistance is needed at any time, what resources can be tapped into?

### 4. Results – The Measurements

Throughout the process and certainly and particularly in the final stages, it's important to measure the progress against the criteria established during the planning phase.

Consider the following questions:

- Have the targets been met?
- If only in part, then what is still required to be done?
- If in part or not at all, what changes to the plan or activity need to occur? Who is responsible for actioning these changes and when?
- Is the measurement accurate?
- What analysis of the data needs to occur? What does the data tell us? What is the data not showing which needs to be known?
- What further measurement, analysis and reporting needs to be done? By whom and when?
- Who needs to be advised of the progress and achievements at this stage?

### 5. Improvement – What Next

The final step of the process is to review the steps, activities and information achieved thus far, to celebrate and share the learning and to consider what the next steps are.

Here are important questions for this stage:

- How will the achievement be celebrated?
- Who will be invited and thanked for their contribution?
- Is anything specific required to acknowledge the contribution of others?
- What has been learned from the process?
- What strengths of the individual, team and/or organisation have been identified which contributed to this success?
- What strengths of the individual, team and/or organisation have been further developed as a result of this process?
- What opportunities for improvement still exist for the individual, team and/or organisation?
- What is the strategy to address those opportunities?
- How have the gains of this process been shared with others?
- Can technology be effectively used to share the information, including potentially providing access to plans, measurements and improvements of this project for those managing future projects?
- Is a post-project review meeting appropriate? What stakeholders and participants need to be invited, when will this occur and what will the agenda be?
- Has the process been fun? If so, why and how can that feeling be re-created for next time? If not, what could be changed for the next time the process needs to be used?

## 6. For Further Exploration

Another version of this same model is PDSA or Plan, Do, Study and Act. There are numerous listings for PDSA in an Internet search. Additionally, many business and quality management books and courses use this model as part of project planning, problem resolution and continuous improvement education.

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