4+1 Review Example – Introduction of a new process

Scenario - A new process has been introduced for booking meeting rooms in one of the offices. Everyone involved has been asked to think about the process and feedback their comments

Tried?	**Learned?**
To introduce a better way for booking meeting rooms To review what worked and didn't work about the previous approach To make sure that anyone who might need to book a room has been involved in the process To communicate the new process to those who need to know	There are a lot of people who need to be told about the new process – a lot of people who use the meeting rooms at our office Written communication doesn't work for everyone – we need to talk face to face about change whenever we can.
Pleased about?	**Concerned about?**
That we have introduced a better system for people to book meeting rooms, which doesn't result in double-bookings or missed bookings People who were asked to contribute have given helpful suggestions about ways to do things We have developed a set of guidelines to help people know what to do when they want to arrange a meeting.	People do not follow the guidelines all the time We do not have enough meeting rooms for our needs, although we are moving to using more video-conferencing facilities

Do next?

Continue to communicate the changes to the process, and make sure we involve all the right people

Produce and share a shorter and simpler set of guidelines that people are more likely to follow

Develop a list of alternative venues/ideas if all meeting rooms are booked

Review the process after 6 months to see if any further changes are required

The 4 questions help you to think clearly about what has happened so far in any situation. This includes up to date learning from what has been tried, encouraging the celebration of what is going well, and what may need to change as you move forward towards improvement. Answer these before you then think about what to do next (the +1).

As a guide, the things in the *pleased about* box need action that builds-on or safeguards. What is in the *concerned about* box requires action that addresses the problem, whether that be putting a stop to something or altering the way we do it.