



Is it Soup Yet?

When do you stop adding detail to a work plan?

This can be one of the most troubling questions a planner faces when starting a plan. Plans are made to make all aspects of the work process as efficient as possible.

Think about What's in It For Me and let the "ME" be the job workers or the situation. Stop adding detail when the answer to WIIFM is "Little to Nothing". In other words, if you consider who or what gets a benefit from the next item added to a work plan and the answer is nothing then don't put it in.

Consider the following sample questions as you prepare any plan. There may be many, many more to consider as well.

- How much do the job workers already know about this job? (Adding excessive detail about well-known functions or for highly experienced workers could be counter productive, however, if problems getting it done correctly are being seen or lesser experienced workers are involved you must add more detail)
- How critical is it for success if a step is missed or done out of order? (Indicate criticality and give verbal instructions if necessary)
- What are the critical steps? (Identify critical steps, possibly require a sign off)
- Have all supplies and parts possibly needed been identified and called for kitting?
- Do you need verification check-off blanks for the kit list to ensure the kitting package is complete? Consider adding a suggestion section with the kit for future improvements.
- Are the planned steps arranged for ease of use and easy to read?

Ask yourself, does the detail give a benefit worth the effort of the addition? Remember that benefits are like beauty and seen in the eye of the beholder and are not necessarily acknowledged although they are real. A good plan can be like a good soup with a lot of subtle flavors. It is not too thin or thick and has a good combination of texture and flavors. It goes down easy and is satisfying long after the last spoonful.

Is it Soup Yet?

Jeff Shiver, CMRP, CPMM, CRL, RCM2 /RCM # Practitioner
President / CEO