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Memorable Quote:

"People often say that motivation doesn't last. Well, neither does bathing - that's why we recommend it daily."

*Zig Ziglar
Author and
Speaker*

BRIGHT IDEAS — Sustain the Dream

Step Five: **SUSTAIN**

The final step of **IDEAS®**, *the process for performance improvement*, is Sustainability. So far we've discussed how to:

- Include your staff
- Collect data
- Design a solution
- Plan implementation, and
- Implement and test the design

Now it's time to evaluate and measure results. Plan to monitor individual performance measures and process measurements for proactive intervention. To make certain the improvements take hold take steps for quick intervention, follow-up training and coaching when necessary. Remember to focus on systems-level change, rather than finding fault or placing blame on individuals. In essence, you have now entered the realm of process management.

To find out how far you are on your performance improvement journey [click here](#). Remember, using **IDEAS®** *delivers advantage start to finish*.

Brought to you by the experts in Workflow Performance Improvement:



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