**Plan-Results Matrix**

|  |  |  |
| --- | --- | --- |
| **Improvement Objective Met** | You got lucky: but will the improvements last? Since the reasons for success are unrelated to the process changes, the team should reevaluate key contributing factors and reconsider solutions if necessary. | Congratulations! Changes were implemented and desired results obtained. If the team believes the results are directly related to the process changes, move on to the next step. Otherwise, review other factors that may have influenced the results. |
| **Improvement Objective Not Met** | With this result, you can’t tell why the objectives were not met, because the changes were not implemented. What were the reasons the changes were not implemented? Reevaluate changes if necessary, or reconsider the implementation strategy. | The process changes were implemented but did not have the intended effect. Reevaluate key contributing factors and reconsider solutions. Is more time needed for results to become evident? |
|  | **Process Changes Not Implemented** | **Process Changes Implemented** |

Adapted from Tague (2004), p. 393